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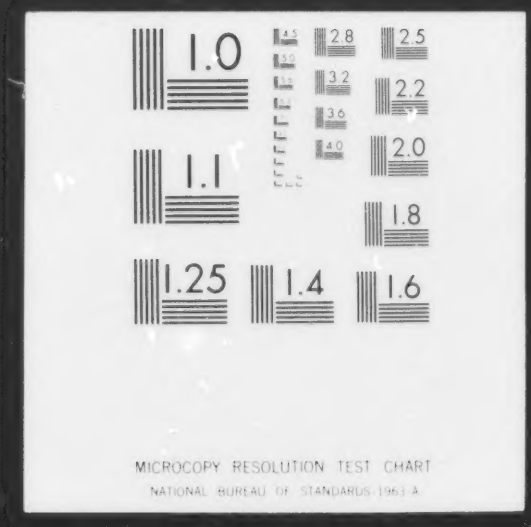

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ABSTRACT

This is a collection of 69 letters sent to the National Commission on Libraries and Information Science in response to the Commission's request for comments on one or more of the following six topics: 1) national networking of libraries; 2) priorities for library service; 3) criteria for designation of proposed national and regional resource centers; 4) means and methods of providing service in sparsely populated areas; 5) utilization of new technology; and 6) the role of the Library of Congress. The writers include librarians, doctors, Congressional representatives, lawyers, scientists, school administration, and private citizens from the New England region. (Some of the letters are handwritten). (CH)

ED 088453

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Volume III

Written Testimony

3 October 1973

J.F.K. Building

Boston, Massachusetts

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION
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IR 000 283

LOUIS P. ALFANO, JR.

COMMANDANT

RHODE ISLAND VETERANS' HOME

BRISTOL, RHODE ISLAND

STATEMENT: --- PREPARED FOR THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE.

I am pleased indeed to offer the following written testimony to the National Commission on Libraries and Information in support of programs that will either through funding or information increase library services to the homebound and physically disabled persons.

First, I would like to make it clear that I am writing from a non-librarian standpoint. As Administrator of a state institution with the responsibility of providing care and services to approximately 300 long term, chronically ill, aged and severely disabled residents, I have seen at first hand how helpful a well run and well stocked library can be to an institution. With the direct assistance of the capable and experienced staff of the State Department of State Library Services, the Rhode Island Veterans' Home has developed an effective library program to its residents. Special materials and equipment such as talking books, large print books, audio visual equipment for films and records, pix and book mobiles have been invaluable in attracting users. Making the library attractive and easily accesible for wheelchair, geriatric wheelchairs, patients using walkers and other prosthesis was a key factor and a must in any library program for the disabled and severely handicapped person. The existance of a threshold or steps with no ramp access is a serious if not an impossible obstacle for use of any library by a disabled person. Volunteer groups such as Garden Clubs, Historical Societies, Veterans Organizations and others under the expert guidance of a capable librarian are a valuable asset to a library program. Weekly and monthly programs involving speakers, lecturers, bible study groups, A.A. groups and others have contributed to the development of an active and interesting program.

I feel that it was most helpful that State and Federal Funds channeled through the State Library Services initiated service for us, and I feel without a doubt that further impact of such funds will do much more to assist libraries in other institutions in our state.

The fact is that the people in institutions represent a special clientele and that a good librarian at the institution level needs to have further resources of both people and material in the state to assist in steadily improving services. I am particularly thinking of the exchange of ideas, the sharing of resources, and the consultant aid which can be obtained in this way.

It seems to me that some of the library methods used in institutions, especially with the elderly, might very well be translated to use in any community in the state, with special reference to those in residence for the elderly, in nursing homes, and for the housebound.

In our program, we have also encouraged the use of non-book materials such as; puzzles, games, making of collages, may baskets, etc.

As a member of the State Advisory Council on Libraries, I have been pleased that input from the state institutions was desired and that our people have not been forgotten, but rather put forward, in the library services that have developed in Rhode Island in the last five years.

There is a great need in further strengthening library services in the state. Communication is very important for these people who are confined. The world of books and other print and non-print materials opens up a whole new world they can explore from a bed or wheelchair as well as from their sharing in library programs. Communication informs, which in turn motivates, and together these facets can offer so much more to those who have a temporary or permanent home in a state institution.

I trust that these comments will urge the National Commission on Libraries to make a special effort to recommend continuance and expansion of grants which assist those people who can benefit significantly from them.

WESTERN REGIONAL
PUBLIC
LIBRARY SYSTEM

Headquarters: Springfield Library

220 State St., Springfield, Massachusetts 01103

Tel. 739-2152

August 24, 1973

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

The Western Regional Public Library System is one of three state-funded regional public library systems in Massachusetts. It serves 110 public libraries and 101 cities and towns in western Massachusetts and has a combined population of almost 800,000 and a land area of nearly 2,900 square miles. While the region incorporates urban, suburban, and rural areas, more than half of the communities served are rural in nature and have less than 2,000 inhabitants.

The Regional System operates primarily on a library-to-library basis. Its purpose is to strengthen the local library with supplementary and supportive services which are too expensive or too complex for it to provide itself. Major current services include a 1,000 title 16mm film collection, sound filmstrips and projectors, interlibrary loan and reference assistance, in-service training programs, advisory service, and supplementary book collections. Three bookmobiles distribute books to public libraries and also serve the public directly in smaller communities.

Because we work through local public libraries, the System is aware of the quality of service each provides. Some, even those with limited resources, do an excellent job. Others are libraries in name only, open two hours a week or sometimes by appointment. Their collections are worthless and services non-existent.

It has been our experience that poor library service can generally be traced to a poor librarian, no matter what size the community is. The operating budget is seldom the primary factor. It is the result, not the cause. The cause is usually unqualified and uninspired librarians and complacent boards of trustees.

Librarians in the smallest communities do not need advanced degrees in librarianship, but they do need to be competent and progressive and

posess imagination and initiative. Perhaps the greatest library need in western Massachusetts is to encourage those communities which support a public library to employ a librarian with these qualifications.

Some progress has been made. Minimum standards for libraries receiving a state aid grant combined with the in-service training programs and advisory assistance from the Western Regional Public Library System, have certainly encouraged some communities to employ qualified personnel and improve library services. But these programs are voluntary, and even participating libraries can continue to offer mediocre service - or worse, if the librarian is uninspired and resistant to change.

It is our recommendation that the Commission consider service standards for small public libraries, particularly personnel standards. Too many small communities are unaware of the value and scope of services which can be provided by a well-managed public library.

Sincerely,

Bruce S. Baker

Bruce S. Baker
Regional Administrator

BSB/dma

PROVIDENCE COLLEGE
PROVIDENCE, RHODE ISLAND 02918

Phillips Memorial Library

August 16, 1973

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street, N. W.
Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

I welcome the opportunity to communicate to the Commission. A national network of libraries funded and supported by the states and the federal government should be established if the output of the information explosion is to be effectively utilized. The network could unite, on a national basis, all types of libraries which are presently united locally and on state and regional levels.

Various patterns of communication could be used within the framework of the national network. The current state-of-the-art in telecommunications systems makes available services that could accommodate the needs of libraries and information systems as participants in this network. In addition to telecommunications systems the potential of cable television should not be overlooked. Libraries could make a conscious effort to acquire franchises. Finally, an effort should be made to employ computers to their fullest potential.

Membership in the national network could include all types of libraries and information centers. The degree of participation of an institution might be dependent upon the nature of the resources available in its collection and the

PROVIDENCE COLLEGE
PROVIDENCE, RHODE ISLAND 02918

Phillips Memorial Library

size of the institution. Each unit could be responsible for providing information in its area of strength. Governance of the national network could possibly be provided for by a national commission whose responsibility would be to establish an organizational format and a philosophy of service.

Hopefully, the Commission will be successful in planning and organizing the libraries and information centers throughout the country into one highly responsive network.

Yours truly,

Paul L. Bazin

Paul L. Bazin mp
Assistant Director

PLB/mp

Testimony to the New England Regional Hearing of the National Commission of Libraries and Information Science

Harold Bloomquist
Librarian
Francis A. Countway Library of Medicine
Harvard University
Boston, Massachusetts

August, 1973

The Health Sciences Library Network

A National network of health sciences libraries is in advanced planning stages and partial operation in the United States. It is based on a hierarchical model: The National Library of Medicine, Regional Medical Libraries (eleven in number), Resource Libraries (medical school, medical society, or large hospital libraries), and Basic Unit libraries (primarily community hospital libraries). Through a series of relationships up and down the hierarchy, it is possible to assure equality of library service to all health students, research wprkers, and practioners regardless of their geographical location. This network comprises the library aspect of a projected Biomedical Communications Network in the United States.

The six New England States (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont), constitute Region I of the national network, with the Francis A. Countway Library of Medicine as the Regional Medical Library for this area. Countway's New England Regional Medical Library Service (NERMLS) became operational in October 1967, the first such designated regional library. Earliest efforts were concerned with the provision of document delivery service (interlibrary loan) and MEDLARS search formulations for health sciences libraries in the Region.

It soon became apparent that there was informal subregional library activity taking place in New England. Roughly one library per state identified itself as an "area" or "resource" library, providing document delivery and other services to its immediate geographic constituency. Ties between these Resource libraries and the Regional Library were strengthened by the formation of a Task Force on Subregional Library Development, and these relationships have become more formal over the years to the point where overall regional planning with consistent practices, standardization, and reliability has become possible.

The scope of regional services has increased to provide, both on a centralized and decentralized basis, training of library personnel and library users, reference services, and library consultation services. NERMLS serves as clearinghouse and coordinator for decentralized services, such as MEDLINE and training, and as prime contractor for reimbursement to Resource Libraries for document delivery.

The Network plan attempts to moblize all of the resources available in a region. In New England, for example, there are special subject strengths in the collections of certain libraries, e.g. nursing. These libraries' collections are mobilized for use by the entire network. So it is too with specific areas of expertise in library services, e.g. audiovisual materials.

The Hospital Library

The Regional Library and the Resource Libraries provide an important function is serving their own local clientele and in acting as backup resources for each other and for the smaller Basic Unit libraries. It is the Basic Units (community hospital libraries), however, that provide much of the in-person use of library materials and services, and almost all of the attempts at out-reach to equalize access to the total community.

From the beginning of formal regional service, it has been the network's desire to create or strengthen the libraries in community hospitals and to give them an unprecedented degree of self sufficiency, together with efficient, reliable backup.

The user of health sciences libraries, the health scientist, has all of his contacts with his clientele, patients, in the hospital. For most health scientists, the hospital is their only institutional contact, and the only locale in which educational experiences (formal or informal) can take place. The emphasis today on continuing health education much of it legally mandatory in the form of the PSRO (Professional Standards Review Organization) makes it imperative that the community hospital library come into its own as a viable tool of education.

To this end, the New England region has done the following things:

1. Designed and adopted an integrated health sciences core library for practitioners in community hospitals: a basic minimum library collection.

2. Developed a training program for hospital library personnel, which presented periodically, has trained 250 individuals to manage hospital libraries. (There are 400 hospitals in New England.) The subject matter of this training program has also been published and is available in book form.

3. Provided professional consultation service on any kind of library problem and has enhanced technical communication links to maximize consultation use.

4. Provided backup reference service and document delivery on an efficient, reliable basis.

5. Encouraged the formation of hospital library consortia to share resources and services.

Support

The New England network is moving toward user fees for specific services. It seems unrealistic in the long run to expect continuing support for all costs of the network from federal or state governments. Indeed, such monolithic funding is unreliable and in many ways undesirable. It is reasonable, however, to expect government to support the research and development of the technical aspects of networking, to aid in the creation of the network, and to supply funds for the basic maintenance of the network. It also seems reasonable that government funds be available on a competitive basis for the development of innovative services.

TESTIMONY

NATIONAL COMMISSION ON LIBRARIES

AND INFORMATION SCIENCE

Wednesday, October 3, 1973
Room 2003A

J.F.K. Federal Building
Boston, Massachusetts

Submitted by:
Carroll G. Bowen
Research Associate
Center for Advanced Engineering Study
M.I.T.

We assume the following structure for the telecommunication service industry a decade or so hence. The assumption is based on a rather straightforward extrapolation from the capabilities of the existing communication plant and current technology, and some simple premises about marked demand. It also assumes the continuation of the existing legal regulatory framework.

A. Local service will consist essentially of two independent transmission systems each providing a basic service that will yield a substantial revenue base of its own:

A telephone network using "twisted pair" wire distribution intended primarily for voice communcation but also capable of delivering other, more demanding communication services such as digital data and videophone. The "head end" is designed to provide very rapid and flexible nationwide interconnections. It will have essentially 100% market penetration (including rural areas) for telephone service but only very limited penetration of videophone service. With appropriate terminal equipment, the network can be readily designed to provide additional services such as automatic

burglar and fire alarms, transmitting and recording instrument readings (i.e., utility meters, EKG's, etc.) It is worth noting that some fields of medicine such as pediatrics already rely heavily on the telephone system for delivery of health care.

2. A wideband (video) cable distribution system with capability for some upstream communication flow (voice or small data rate messages) with perhaps some limited number of two-way channels available for "switched" local service. Penetration will be high (45-70%) in densely-populated areas but only scattered service will be available to exurban and rural areas except if subsidized by the government.

On the local level, TV distribution is not a natural outgrowth of the kind of service the telephone company now provides nor can it utilize the telephone plant effectively (except for rights of way and telephone poles), so continued growth of an independent cable system can be expected. The FCC policy, agreed to by the telephone company, is that the telephone company will not enter the CATV market.

B. National long-haul service will consist primarily of the long-lines telephone plant utilizing microwave, cable and satellite transmission systems with high capacity wave-guides being introduced in certain high traffic routes.

But in addition to the telephone plant carrying the bulk of the nation's traffic, there would be some special service networks for such purposes as:

a) TV distribution

b) data service

c) other non-voice communications

d) electronic mail

The basic policy questions that arise in local communication relate to the issue of which of the two local distribution systems should handle such new communications services as can be developed for education, home shopping, health care, payments, etc. when there are no compelling technical or economic reasons to utilize one or the other of the local distribution systems. One approach would be to let the free market struggle with alternative systems for a while with the hope that an optimal solution would emerge. The high capital cost and short-term inefficiency of this approach might be compensated for by the lower costs and higher efficiency realized in the long term.

On the national level, the long-haul telephone plant can very naturally expand its facilities to handle virtually all communication needs. The reasons for opening the market to new long-haul carriers other than AT&T are:

1. Some services can be provided at lower prices since the rate structure of the telephone company is such that some

customers, particularly those in remote areas and those using a small amount of capacity, are subsidized and others "overcharged." Consequently, the overcharged group provides a ready market for specialized new telecommunication carriers.

2. The existence, or even the threat of competition might hasten the introduction of new telecommunication services. Regulatory processes, internal priorities, and internal bureaucratic considerations often slow down the telephone company's initiatives.

3. There is considerable apprehension on the part of the government and industry about a single national communication carrier with monopoly power despite the presumed efficiency of scale and reliability of service that a single large carrier might provide.

Beyond the time frame considered here, technological developments (foreseen, as in the case of fibre optics, or unforeseen) may make video circuit switching and long-haul video transmission as technically and economically feasible as audio switching and long-haul transmission is now. In that

case the national telecommunication system is likely to develop a structure different from the one described above. Two-way, multi-channel switched video circuiting would be available in the home to handle virtually all communication needs and separate, local, distribution systems would not be needed.

1. Issues on Transmission -- The technical considerations with which telecommunications policy must reckon in the next decade or so are in many respects less conjectural than the social or economic or regulatory consideration. This is not to suggest an absence of technical problems yet to be addressed.

The present circumstance and short-term prospect for transmission, switching, and terminals, may be summarized as follows:

Long-Haul Terrestial Transmission: Present voice grade circuit capacity is in the 10-20,000 range per cable with capital costs of roughly $2 per channel mile. The prospect is for something on the order of 80,000 voice grade circuits per cable at half the cost per channel mile. Millimeter wave guides might further increase this capacity to something on the order of 250,000 voice grade circuits per cable. A potential breakthrough may well rest with fiber optics which has the potential of channel capacities in the range of eight to ten million voice grade circuits.

Long-Haul Space Transmission: Present communication satellites have a capacity of 5-6,000 voice grade circuits per trans-

ponder, with proposed domestic satellites holding twenty-four or more transponders. Future satellite development promises substantial improvement in radiation techniques and directivity with an increased capacity per satellite on the order of 100,000 or more voice grade circuits.

Short-Haul Terrestial Transmission: Transmission capacity for local distribution is also not technically limited, depending upon the services sought. Twisted pairs entering the household may carry not only a voice grade circuit but some relatively slow (more correctly, narrow band) data services. Multiple twisted pairs can provide bandwidth sufficient for videophones. For standard TV and other services requiring greater bandwidth, coaxial cable provides larger transmission capability, handling either many thousand voice grade circuits, or twelve to twenty television channels, and with set converters twice that number. Beyond our postulated time period, fibre optics may provide greater bandwidth. Perhaps by the end of the period of our concern the looming prospect of this innovation will raise questions about the wisdom of sinking large investments in cables, just as unsettled questions about the next decade now inhibit investments in present technologies or home terminals.

Transmission Summary: Presently and for the next decade, long-haul transmission of telephone service can keep up with

the demand and be handled easily and inexpensively. The cost for long-haul, two-way video (equivalent to 600 telephone circuits) transmission would be high, but until inexpensive switch and terminal equipment is developed, we do not foresee much demand for such service. On the local level, twisted pair and cable transmission could be expanded to handle any reasonable demand that develops.

2. Issues of Switching: The difficulty of future short-haul communications is analogous to the problem of terminating a superhighway in, say, downtown Boston. With ample transmission bandwidth delivering large numbers of circuits to a given locale, the messages must then be locally delivered to each household or addressee. There are in prospect major future switching problems, whose complexity translate into high costs. In consequence, not all future services, narrow or wide band, will be part of the switched real time system. It seems probable that, in the near future a whole hierarchy of switching and relay centers will unfold for different services, customers , and needs. Alternatives to conventional switching may be posed. Message switching can be used by those many services which do not require real time response, storing and forwarding the message at any desired interval. A second alternative is greater use of dedicated point-to-point circuits.

Furthermore, larger, better designed solid state switching

systems will offer service at significantly lower cost. Technology is also distributing switching capability more widely through the network. Better network design is expected to bring telephone switching costs down by a factor of five in the next five years, and installation of new digital switches, it is estimated, will drop costs by an order of magnitude: For telephone technology should provide treble the switching capability at one-half the cost in the next few years.

Switching Summary: Narrow band switching technology thus appears sufficient for evolving needs, but switched video, that persisting dream of the communications futurists, seems unlikely to occur in the next decade or so, or until some new development such as successful optical fiber switching occurs.

3. Issues about Terminals: The lag in terminal development well illustrates the generalization that telecommunication in the large is no longer constrained by technology but rather by institutional arrangement, organization, management, market demand, and resource allocation. Terminal development has lagged because of two uncertainties: The public demand is unclear as to what kinds of service (and therefore, terminals) it will want, and standardization of technical parameters has been slow. The average American wants a telephone, one or more radios, and one or more television sets; it is not yet clear

that he wants much more. Again, in the case of standardization, the basic technical parameters are not yet apparent, awaiting specification of whether services will be on wire pairs or cables, one-way or switched, passive or interactive, with what bandwidth, speed of delivery, form of coding, etc. The FCC has helped standardization of system design by its requirement that cable television plants upgrade to standard in channel capacity and digital upstream return capability. But in a case such as video cassette development, market insistence on standards has been painfully slow.

Impact of the Telecommunications Environment: The enriched national and international ability to communicate, person-to-person, place-to-place, can impact the total library community, but alas, the precedents are poor. Libraries, like other educational or service bureaucracies are conservative, highly fragmented, and unlike education or health, hold insufficient critical mass in the local or national decision-making.

What stirs the imagination is the use that some libraries could make of telecommunications if ....., and my concluding remarks will be addressed to some "if's". Let me preface these, however, by focusing my concern on public libraries. In any formulation of library futures, one sees library networks, community information centers and research libraries as major modes of development. The research libraries, be they national, those

of major cities, or universities of scale, will respond to their telecommunications opportunities as a natural response to their invironment. Interconnection will add range to their present text and visual reference functions, and local distribution loops, by more imaginative use of voice-grade transmission, or larger bandwidth capacity, will add flexibility to their delivery. It is the public library, operating in two distinct spheres, in the middle-sized cities, and in rural America, whose use of telecommunications engages my interest.

Urban America as a conception lacks specificity. There are fewer than eight hundred cities in America with population over 30,000, and once the top twenty, fifty, or one hundred are removed, one finds a city of character if not definition more akin to the village than the metropolis. This middle-sized American city is rich in pride, and proud of its institutions, its growth, and its role and sense of place in its region. Yet it is removed geographically from the mega-cities, major centers of culture, sources of entertainment, major information repositories. The public library in such a mid-sized American city has a first class record of service to its community, has spread its services into shopping centers and new housing developments, but its collection is still overwhelmingly the codex book, and if it uses outreach devices, it is the bookmobile, not the remote terminal. Technology

presently available holds remarkable potential for such communities, their institutions, and in particular for those institutions mandated so broadly in service, so diversely in produce, and so disparately in client age and interest.

This Commission needs from me no summary of middle-sized city library experimentation, but some of the more innovative include:

Mobile, Alabama
A video reference service experiment;

Jackson, Mississippi
"Watch-a-book experiment" with video cassettes;

Norfolk, Virginia
"Watch-a-book experiment" with video cassettes;

San Francisco, California
Library taking leadership for all municipal organizations in CATV planning;

Bakersfield, California
A county library access center;

Sacramento, California
Libraries in consortium with seven universities, dozens of schools in a county consortium for cable transmission;

San Jose, California
Library has an origination studio;

Milwaukee, Wisconsin
Cable bibliographer at library school demands 120 channels;

Casper, Wyoming
Remarkable use of half-inch cartridge video as basic visual archive format; local organization using Super 8, cable delivered;

Tulsa, Oklahoma
Library acts as head end for local CATV, has own designated channel;

Boulder, Colorado
Videotaping for future cable delivers; etc.

The middle city library, thanks to telecommunications, will be using telecommunications to gain and deliver a better future service, and will learn, I would predict, having not only the need, but the financial resources, to do so.

When one moves to rural America and its library needs and resources, one leaves the late 20th century for the late 19th century. Libraries serving rural America, particularly eastern United States, and most particularly, rural New England -- derive their continued existence from dogged tradition and unmitigated personal sacrifice by the town librarian. For these institutions in these towns (or townships as they would be called west of the Alleghenies), the future is as bleak as the present, and both less promising than the past.

Rural America holds a quarter of our citizenry, and if towns under 10,000 are added, nearly half our population is accounted for. Life in rural America has been greatly improved thanks to rural electrification, subsequently extended to rural telephony. But this improvement comes at a high cost. An examination of telephone tariff structures indicates the very high price of living in rural America, running half-again as much for basic service plus local tolls as do tariffs for adjacent metropolitan regions. The case is similar in the delivery of transportation, health, education, and cultural services.

Herman Hickman used to review his prospective linemen at Yale, and conclude ruefully that true, they were small, but they were also awfully slow. Rural America by definition is sparsely populated, raising the cost of service delivery; but it is also very poor, proportionate to metropolitan America, and thus least able to pay for its service deliveries.

Rural youth are one year behind urban youth in their education, given the same grade level. But this is symptom, not cause. A broader understanding of the issues is revealed in testimony on characteristics of disadvantaged rural students before the Senate Select Committee on Equal Education Opportunity:

> "The low socioeconomic status of large numbers of non-corporate-farm families is a characteristic of prime importance, particularly in view of the relationship between economic status and school achievement for rural as well as urban children. In addition, the educational and occupational aspirations of rural students appear to be negatively affected by their low economic status and possibly further depressed by factors related to geographic isolation. Many rural young people who will not be able to make a satisfactory living by farming do not aspire to any higher skilled urban occupations, nor to the educational level which would prepare them for such work. Possibly related to socioeconomic status are other attitudes found among rural children which may further hinder their progress: low self-esteem, feelings of helplessness in the face of seemingly unconquerable environmental handicaps, and impoverished confidence in the value and importance of education as an answer to their problems. All of those attitudes understandably may contribute to the child's failure to benefit from his schooling.

Short of its Great Society rhetoric, the paragraph does outline the need for full, imaginative, outreaching educational

services on the part of the one institution that can reach all ages in rural America, the town library. What are the resources of this frail institution for addressing its community needs? Pathetically few; an historic tradition of service in a delimited range; and a capacity to survive while starving for human and material resources. What help can telecommunications offer the local, the town, the rural library? First, it can help achieve what politically has been impossible to gain, aggregation to minimum critical mass of resources in order to serve effectively. A town library dies even harder than a scholarly journal, and its trustees are always more ready to fight than merge. Yet common sense, not systems analysis, dictates that the service area must be enlarged in order that requisite tools be gained for local use, be those tools reference collections, visual programming, or adult basic education. And service areas united by wired or broadcast television or radio may be enlarged greatly at costs ranging from marginal to very low. Second, the rural library in order to be effective, must be able to deliver its services door-to-door. To reach its service area, the library must be able to get outside its building and meet its clients where and as needed, as they do now using the U.S. mails and the telephone. But for preschoolers, for out-of-school young adults, for employed adults most of whom are reachable by television, either broadcast or

cable, the post and telephone are useful but partial solutions. Third, the rural library needs a Washington-based advocate and it has never known one. The short-lived romance between libraries and the educational lobby led to a marriage of convenience between schools and educationally related libraries, but left the poor relations, rural public libraries, without a voice or home in federal budgeting priorities. The Commission is the logical, and perhaps the only, vehicle for such advocacy. It may be within its charter to avoid responsible advocacy for its constituents, but it will morally abort its mission as it does so.

Rural libraries in order to change require federal intervention and support. Left to the growth of the market, forty percent of rural America would still be without electricity; R.E.A., offering marginal federal intervention, made possible the economics of scale that produced lower construction cost per mile of electrification, and loaned money at preferred rates to utilities and rural electric cooperatives to manage the increased distribution. Similarly, it is hard to remember that as short a time back as the end of World War II, less than half of America had telephones. Now thanks in large part to the same federal intervention, the telephone is almost as ubiquitous as power and light. Communications services to

rural America can only be enlarged by federal intervention; rural electrification could and should be extended, for example, to cable television, as it was to telephony. And rural service institutions, in order to survive and serve, must have improved communications resources. For this case to be made where it needs be heard, rural public libraries need a loud, clear voice -- your voice, the voice of a National Commission concerned for their future.

I wish to thank the Commission for the opportunity to present these remarks in public testimony; I only hope they have been offered so as to be heard.

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Testimony for the hearing of the National Commission on Libraries and Information Science to be held in Boston on 3 October 1973.

I am grateful to the Commission for this opportunity to express my deep concerns in the field of library services. These concerns are primarily about the lack of library services in prison libraries, and indeed, the lack of any library in many prisons.

Of the more than 4,300 prisons in the United States, which range from huge federal penitentiaries to small local jails, over 4,000 are county or municipal jails and houses of correction. About half the men, women, and children in these jails are legally innocent persons awaiting trial. The National Jail Census of 1970 indicated not only abominable physical conditions suffered by a large percentage, but also a clear dearth of medical, visiting, recreational, and educational facilities. The census said nothing specific about libraries, but it is fair to assume that many institutions which lack basic facilities such as flush toilets are not likely to indulge in what is considered the luxury of a library. My own experience has been that the staff members of many institutions consider a library not only a luxury, but a threat because of all the "non-authorized" materials which can thus be obtained by inmates.

Prisoners need educational reading materials far more than most citizens. Studies such as the President's Commission on Law Enforcement and the Administration of Justice of 1967 indicate that the average prisoner educational levels are well below the national average. Many are illiterate or close to it. They also need recreational reading more than most of us, for it is a well-known fact that the majority do "hard time" in idleness due to a sheer lack of facilities for any activity. All these conditions have an adverse effect on the concepts of justice we all

espouse, and contribute nothing to our dearly held notions of "rehabilitation."

However, the lack of library facilities in our prisons and jails, and the consequent lack of legal materials, does further serious harm to prisoners. Without adequate legal materials, prisoners cannot exercise their most basic right and need of access to the courts. The legally innocent need to prepare their defenses. Others who have been convicted face civil problems: divorce, child custody, personal property loss and business losses, all problems of enormous import.

Most prisons do not presently have the funds for the expensive law collections which are needed. Others do not have the physical space. And even those which now have law collections, cannot provide the space or money for every collection needed by every prisoner. Some have collections which go largely unused because there is no trained librarian to show prisoners how to use them.

I believe the following actions on the federal level would be extremely useful:

I. For legal materials:

1) A central source which could provide a basic legal collection for every prison.

2) A central source through which an individual prisoner could request copies of a given law which pertains to his case, but is not contained in the prison's basic collection.

3) A central, rapid service, through which any needed law book can be borrowed - promptly.

II. A Central source which could develop and contain and loan out those very hard-to-get books: those with adult interest level and low reading level.

III. Funding for regional libraries which would make extensive general collections available to all prison libraries via bookmobiles.

IV. Funding to provide services of professional librarians to prison libraries.

V. Legislation which makes library services mandatory in every prison and jail.

Any or all of these steps would be a vast help to the entire prison system. They would also bring us a little closer to the ideals of justice and humanity which so many discuss and so few do anything about.

I thank the Committee for the opportunity to make known these needs and will be glad to answer any questions which the members of the Committee may have.

Marie T. Buckley

Marie T. Buckley, Founder
Library
Middlesex County House of Correction
Billerica, Mass.

11 Lincoln Road
Belmont, Mass 02178

BARRINGTON PUBLIC LIBRARY
TOWN HALL
BARRINGTON, RHODE ISLAND
245-3106

ROBERTA A. E. CAIRNS
DIRECTOR

National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Attention: Mr. Frederick H. Burkhardt, Chairman

Dear Mr. Burkhardt:

At this time, I would like to express my appreciation to you for giving me the opportunity to present my opinion on the future of libraries.

In the course of this testimony, I will be expressing my ideas based on my position as Director of a public library which also serves as a regional centre serving an area consisting of nine cities and towns; my position as a member of the Executive Board of the Rhode Island Library Association; and my position as a library user in several states.

For countless years, a library was merely a depository for books and for these many years, users and librarians were content to accept this role. Many librarians continued to accept this depository-role and were wary of allowing materials other than books to enter the portals of their institutions. With librarians feeling this way, there was no other position for trustees to take - there was no stress to modify the book orientation of libraries and if the librarians insisted on playing down the new concepts libraries were beginning to develop, there was no one to allow the windows to be opened and the air to circulate through the dusty depositories that were clutched tightly to the bosoms of the rigid people who were in charge of libraries and what libraries were doing for people.

During the 1950's and 1960's, some progressive people began working in libraries and in teaching library school students. Students were beginning to realize that a library has much more potential that had been previously accepted. With the advent of Marshall McLuhan and The Medium is the Massage in the early sixties, people began to hear that print was becoming obsolete and that the book was dead. Some librarians were frightened by these statements and feared that their institutions would disappear. Obviously, this was an over-reaction to what McLuhan was saying. Other librarians reacted more realistically and coordinated this with what they were learning about materials other than books being part of a library.

Since the sixties, we have noted that more and more libraries are involved with recordings, cassettes, large print materials, films, framed prints, puzzles, games, sculpture, and providing meeting space for groups. Libraries are becoming more relevant to the community. This does not mean that librarians can lean back and relax now - if we do that, who will be there to open the windows and let the air circulate when the library again becomes a depository? It is obvious that we must continue moving forward if we are to become continuously more relevant and a serious consideration when the time comes for funding whether it be federal, state, or local.

There are people who are yet unserved by libraries. In many cases, the elderly do not receive the service they should; young adults constitute a group that in our area is virtually unserved, except in regard to school-oriented materials; the poor and the wealthy are widely unserved. Many libraries, with the aid of various forms of funding, have been able to start working with one or more of these groups and are meeting with amazing results. People have not been aware of what libraries now have to offer and they are making use of the materials in ever-increasing waves. There is no way that we can take a step backward now.

There are still some libraries that are acting out an obsolete role as solely a book depository; there are some libraries that are just beginning to reach out into areas where libraries are not an everyday thought; and there are other libraries that are moving up rapidly into a state of relevancy in their communities. All of these libraries are essential to their respective communitites and there must be continued funding available to keep these institutions growing to serve the increasing demands of the people. No other institution serves as many people with as much information and yet requires no prerequisites to making use of its services. We need the chance to be able to continue with the worthwhile and necessary services we are providing and to make additional services available to our citizens.

If there is any other information I can provide for you or if you seek further clarification to my tesitmony, please do not hesitate to contact me. I am willing to give oral testimony, if called upon.

Respectfully submitted,

Roberta A.E. Cairns

Roberta A.E. Cairns
Director

BOSTON UNIVERSITY MEDICAL CENTER

BOSTON UNIVERSITY SCHOOL OF MEDICINE

80 EAST CONCORD STREET, BOSTON, MASSACHUSETTS 02118

Medical Library

August 22, 1973

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Following is my written testimony as you requested in your letter of July 2.

1. National networking of libraries.

A. From the medical library point of view, national networking of libraries is already in existence through the regional library program and the MEDLINE and MEDLARS systems.
B. However, I would like the commercial systems to come down in price (probably by government support) so that we can subscribe to them. This is from the point of view of all academic libraries including medical libraries.
C. I would like these systems to be compatible. In addition, I think we need instantaneous transmittal of documents.

2. Priorities for service.

Physicians and dentists are served pretty well in Massachusetts and in New England through this regional library network. If we could obtain more money, the New England libraries would hire additional personnel and subscribe to more journals to serve our clientele better. I wonder if physicians in rural areas of the West and Mid-West are being served.

3. Criteria for designation of proposed national and regional resource centers.

I recommend resource centers throughout the country for joint purchases of periodicals. Subscription costs keep increasing and identical files of periodical holdings in every library is a luxury we cannot afford.

4. Means and methods of providing service in sparsely populated areas.

Regional resource centers to handle requests. Instantaneous transmittal of documents to client. Individual doctors would need a terminal in order to receive information.

5. Utilization of new technology.

Information systems to be available at lower cost. Instantaneous transmittal of documents; resource centers.

6. Library of Congress.

I think the Library of Congress officially should be the National Library. Its responsibilities and authority should be as follows:

A. Lending service should be faster.
B. Photoduplication service should be faster.

Why is new Federal legislation for libraries needed?

A. Academic libraries, including medical libraries, need support for good staff and additional staff to provide service.
B. The price of books and periodicals increases annually at a high rate. Medical libraries in New England are cancelling subscriptions and buying fewer and fewer books each year as they struggle with increasing costs.
C. Staff development is important to morale. More grants from the government and foundations for individual study would be helpful in this area.

Why should a state want to belong to the national network?

The state would take care of state facilities on the local level, but would join the national network for broader coverage and standard coverage. In addition, the state would cooperate and contribute to the national effort.

Additional thoughts:

1. There is a great deal of incompatability among non-book media.
2. Copyright laws are a problem especially in regard to photocopying. We need new legislation on this.

I hope this will be helpful to you.

Sincerely yours,

Irene Christopher

Irene Christopher
Librarian

IC:le

IMPLEMENTING AND MAINTAINING EFFECTIVE LIBRARY SERVICES

Education at all levels is one of the great forces in American life and libraries are the prime vehicles of education. As the philosopher Alfred North Whitehead once said, "In the condition of modern life, the rule is absolute: The race which does not value intelligence is doomed...There will be no appeal from the judgment which will be pronounced on the uneducated." The first initiators of the public library movement stressed the mission of the library to educate and that commitment to educate still holds true today.

We in Congress do not take our great heritage of libraries for granted. We are acutely aware of the value of libraries to the community and the problems libraries face. The plight of the small libraries in rural areas is of paramount importance. According to the National Commission on Libraries and Information Science, these small libraries constitute approximately 77 percent of all public libraries. Library services for those isolated in sparsely populated areas should be a top priority.

When the Library Services Act was passed in 1956, the thrust of the act was toward rural libraries. During the hearings on that Act, it was estimated that 27 million Americans had no access to local public libraries and approximately 53 million received insufficient service. A great percentage of those inadequately served or not served at all resided in rural areas. Under the Library Services Act, federal funds were utilized to provide services to towns having populations of 10,000 or less. The

act authorized grants to states for extension and improvement of rural public library services and authorized appropriations of $7,500,000 for Fiscal Year 1957 and for each of the four succeeding fiscal years. The Library Services Act as a forerunner to the Library Services and Construction Act was perhaps the most far-reaching development to have occurred in librarianship in this century.

At the time of the passage of the Library Services Act, my own State of Maine had adequate library services for approximately one-third of its population. Of the 491 municipalities in Maine, 246 had no public libraries. Because the population of these towns was so small, it seemed as though most of them would never be able to develop adequate library resources. Among the few libraries in operation, many were not adequate. On the basis of a mail survey taken in 1956, recommendations were made to extend public library services to the state's rural areas, but the first necessity was to expand the Maine State library's lending services. In the plan that was adopted as a result of the mail survey, provision was made for increased co-operation between the small rural libraries of the state, for extension and expansion of the bookmobile services, and for an active campaign to inform the residents of rural areas of those library resources available to them.

Maine made great strides in strengthening its State Library. Books from the State Library were made available by mail and without charge to everyone in the state. In order to expedite its expanded service, the State Library opened three branch offices in the central, northeastern and northern parts of the state where library services were needed most.

Obviously, with two-thirds of Maine's population without library services in 1957, the strengthening of library service was a great challenge that had to be met. Maine perhaps had the greatest handicap among the New England states, because Maine covers approximately half of all of New England in land area with only about one-tenth of New England's population. Yet, before the end of 1959, Maine had new library services for 68 towns with a total population of 41,000 people. At that time, three bookmobiles were operating in Aroostook, Washington, and Penobscot Counties. Certainly, the Library Services Act with its commitment of federal funds provided the stimulus necessary for Maine and other New England states to develop library services to their fullest potential.

The major purposes of federal legislation pertaining to libraries have been to extend services, construct facilities, and to educate and train librarians. Since the inception of the Library Services and Construction Act, 1,864 of the nation's libraries have been built, remodeled, or expanded. Services have been expanded to reach many portions of the population unserved before 1956 although an estimated 12% of the population still does not have access to a local public library. In spite of the worthy beginnings of library legislation and extension of services under LSCA, some 20 million people live where they have no access to public or private libraries and there is still substantial illiteracy.

The underlying tenet for library legislation is that the public library should be available to all in order to educate. The key is "accessibility" of services through branch libraries, bookmobiles, and pools of library resources. An American Library Association document

describing minimum standards for public library systems stresses the importance of the development of complete library systems in contrast to small libraries in rural areas. However, patterns in the states during the early years of Library Services Act implementation (1956-64) had to be primarily rural in orientation. Since that time most states have implemented a creative approach to library service and I would like to think that Maine is one of those states. Maine became a proving ground for the bookmobile and books by mail service.

The utilization of bookmobiles is certainly one of the key factors in bringing the library resources to the people in sparsely populated areas. The original bookmobile service began in 1904, when the first book wagon was used in Washington County, Maryland, for those who were unable to come to library centers. This first attempt to use mobile library service proved so successful that bookmobiles were being used throughout the states in a matter of months. The Office of Education figures indicate that some 560 bookmobiles operated as library extensions in 1968. According to the American Library Association, the total number of bookmobiles operative in the United States in 1972 was 1,687, a figure almost three times that in 1968.

Another innovation that Maine utilizes is the Books by Mail Service (BBMS) which extends library book collections and service to outlying areas and community surrounding the library. At least 20 public libraries are now operating some form of the service. As it is utilized in Maine, the predominantly rural-oriented BBMS Books by Mail Service works on the basis of a prepared catalogue of books. Since Maine's public libraries

serve a rural population scattered over a wide geographical area, the Books by Mail Service has significantly helped circulation. The total population served in 1972 by public libraries was 831,855, according to the American Library Association. In terms of the number of volumes in public libraries in Maine, there were 3,217,962 volumes, or approximately 3.9 volumes per capita. However, due to the Books by Mail Service and bookmobiles, there are 5.7 volumes per capita.

In addition to these extension services, the foundation of services in Maine is provided by the Maine State Library, which also currently provides services to handicapped and the aged. In the past, the Maine State Library has played a role in the North Country Libraries Film Service, a cooperative venture with New Hampshire and Vermont. In addition the State Library provides access to library resources for the disadvantaged.

In spite of the obvious function of the State Library, a search has been made to find the optimum size unit for library service. This study was conducted by the Nelson Associates. In its survey one recommendation was that "sparsely settled states where citizens are not now receiving adequate library services should give serious study to the development of state-operated systems." At present, smaller libraries must spend more per capita to meet professional library standards. The American Library Association stated that a library or group of libraries serving 20,000 requires almost twice as much per capita to achieve the minimum standards as a library serving 200,000 people. However, it is important to note that many in the library profession feel that library service should not be measured by "per capita" costs of support or size of population served, but

rather by quality of new materials and resources needed to provide modern library services. Quality not quantity is the key.

Four factors seem to be critical in offering library services. The first of these factors is "accessibility." The second is population to be served. Another factor would be the ability of the population to meet the costs of standard service; and the final factor would be the government's commitment to helping to meet costs.

According to the Bowker Report, approximately 3,000 public libraries currently have annual incomes of less than $2,000 or book funds of less than $500. To alleviate this financial crunch, the Library Services and Construction Act was to provide about $30 million in 1973 to extend such services as bookmobiles, books for the aged, blind, and handicapped, scholarships for library students, books for rural areas, summer reading programs and paperbacks for prisoners.

In light of the budget cuts for library services for those programs that have occurred so frequently in the past, the U.S. House of Representatives passed on June 26 the Fiscal '74 appropriations bill, H.R. 8877. Libraries would receive $58,709,000 under this bill. Hopefully this funding will be used to continue support of extension services, bookmobiles and books by mail, so that those in sparsely populated areas will receive sufficient service.

The National Commission on Libraries and Information Science are helping Congress become award not only of the libraries' problems, but of possible solutions and blueprints of plans for new and more expanded public

libraries. The public library is considered to be distinctly American, although it did not come into the limelight until late in the 19th century. Ben Franklin, with his "subscription libraries," did not realize that in his fertile mind lay the key to unlock education as well as electricity. In America, the establishment of the first educational institution was almost simultaneous with the founding of the first library, proving that the two go hand in hand. One of the founders of the American Library Association, John Dewey, made some remarks on "educating the people," in the first issue of the Library Journal in 1876. To quote Dewey, "the schools teach them to read; the library must supply them with reading which will serve to educate." That 2000-year old innovation known as the book will still have its place in the automated libraries of the future, the libraries will always be necessary prime movers for education.

William S. Cohen, M.C.
U.S. House of Representatives
Washington, D.C.

VETERANS ADMINISTRATION
CENTER
WHITE RIVER JUNCTION, VT. 05001

August 23, 1973

IN REPLY
REFER TO: 405/123

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, DC 20036

Dear Mr. Burkhardt:

May I compliment the Commission on the excellent beginning they have made on developing a national planning document for library and information science services?

As suggested by your letter Mr. Burkhardt, I will focus my testimony on the topic numbered #4: Means and methods of providing service in sparsely populated areas. My testimony follows:

In my opinion there are two factors that retard development of good library services in rural areas. The first is the all too common inadequacy of human and financial resources in many rural areas. Inadequate from the point of view of not enough trained, skilled people paid professional scale salaries to provide library service, and inadequate numbers of population base to finance library services.

Secondly, local and rural libraries are proud of their independence, and without this sense of independent spirit, much of the character of rural life that this nation prizes as part of its heritage would vanish. However, my work in the Veterans Administration and with the Brooklyn Public Library has convinced me that there are many advantages to large library systems. Local and rural libraries are reluctant to join library systems because they fear a loss of local autonomy, believe that their freedom of choice will be restricted, and feel they could never meet the financial burden imposed on them in upgrading to meet minimal regional and national library standards.

Any proposal for a national network interconnecting the libraries and information centers of the national according to a national plan should be cognizant of these fears. Size and cooperation among libraries will not solve every problem that rural libraries face, but the advantages of size in raising library standards and in providing an economic base to justify adequate service is well recognized.

In rural areas medical information service and continuing education of health service workers is a continuing responsibility of health science institutions and health science libraries. The Regional Medical Program has been a stimulus to deepen library service in this important area. The Hospital Library Development Services section of the RMP has aided in the in-service training of many medical librarians and provides experienced, balanced and expert help on a continuing basis to many small hospital libraries and librarians.

COMMITTEE QUESTIONS: (General comment and reply)

The Federal Government is successful in identifying areas of national need and concern and of marshaling adequate resources and interstate cooperation. We are familiar with many problems today where large scale efforts by many political subdivisions were made possible by Federal leadership. The Federal Government can help many rural and local libraries by its ability to reach across local geographical and statutory boundaries. The citizen looks to the Federal Government for leadership in areas of national concern. Local participation and planning input are vital to the success of the development of a national network of libraries and information centers.

CLOSING COMMENTARY:

Federal help in the subsidizing of postage to library mailings of printed material and initial funding of telephone service to rural libraries in the 1960's helped all libraries to communicate with mailed books, records, and tapes to handicapped users, the elderly and widely scattered rural users.

If it was possible for the rural drugstore to support a far wider number of magazines and paperback books than the rural libraries of some communities, than a look at the distribution, financing, communication and management patterns that bring this service for profit to the community might yield some insights as to why some rural libraries lack support.

Many members of the library profession and many users of libraries are philosophically against fees of any type for library service. I would not close my mind to subscription type libraries if I could be certain of reasonable access to libraries offering services not now available to users who could benefit from very specialized library collections and library service. Some of the finest libraries in the country began as libraries where you paid membership fees.

DISCLAIMER

Nothing in this reply to the National Commission on Libraries and Information Science is to be construed as representing the official policy and statement of the Veterans Administration, Mr. Henry Gartland, Director of Library Services for the Veterans Administration, or the local Veterans Administration Center where I am currently employed.

Sincerely yours,

John F. Connors

JOHN F. CONNORS
Chief Librarian

RHODE ISLAND LIBRARY ASSOCIATION

Testimony to the National Commission

That the National Commission on Libraries and Information Science has chosen to listen to a broad segment of professional and lay opinion in their area of concern is an encouraging sign for those of us who must work with it. I am pleased to have the opportunity to participate, and hope that the total collected testimony will assist the Commission in delineating its role.

I would like to comment on the idea of a national network of library and information centers. As President ofa state library association and a working librarian in a medium sized public library, this topic seems to cut across the full spectrum of the field. Rather than a technical treatise on the subject, not being an academician or research oriented, it is simply an appeal to the Commission to seriously consider this topic as a prime area for investigation.

In Rhode Island, we have seen how a workable, vital network has been an impetus to improved service. We have in ten years made more progress than in the preceeding thirty. As we work constantly, led by the Department of State Library Services, to improve and refine our system, we are aware that we need linkage with other networks in other areas.

A network that expands from local to regional to sectional and finally is national in scope seems to me to be well within the realm of current technology. I must admit to a somewhat basic lack of knowledge of computerized information science, but from my reading, both in the literature of my own field and that of the business world, it seems manifestly clear that with the proper personnel, financial support and motivation the accomplishment of a national network is distinctly possible. Certainly business and industry have accomplished similar modes of operation. I would hate to think that our desire to provide better service is less strong than the desire of others for financial gain.

If this Commission is to be the federal agency responsible for initiating legislation and funding for library and information science on the national level, it has a tremendous responsibility both in the present and for the future. No matter the degree of sophistication that we develop in the performance of our tasks, we must not lose the basic philosophy of individualized service. Where else in our society today does the individual receive the concern that provides him access to materials and professional expertise designed to deliver what he needs for his particular purposes. The ultimate in providing this basic service would be a national networking of resources, encouraged and led by the commission.

Therefore, it would seem to me, that a first and immediate step would be legislation to organize and fund such a project. Realizing fully that this will be no easy matter, it should nonetheless be the particular goal of the Commission. As an independent agency, there is the possible asset of unbiased research into the forms of legislation and organization such a network would need.

The governance of such an undertaking should be such that it not be mired down in a top-heavy bureaucratic structure. In order to be truly responsive,

segments of the network should have a strong representative voice in determining the rules and regulations of the network, as well as participate in the selection of its administration. If the objective is to link all library and information centers from the smallest to the largest, those individuals actually working in the field should be listened to and participate in the governance of this endeavor.

Quite likely the major problem in this undertaking would be financing. This may call for a reordering of priorities in spending on the part of national, state and local governments. However, it is quite conceivable that areas of concern that may suffer temporarily or be sublimated to accomplish this end, would eventually flourish and be better served because of the network.

Federal funding has often been used to prime state and local funding. This approach could well be the means for developing a viable network. Certainly, there is no doubt in my mind that the federal government must continue to support and encourage libraries and information centers as basic for maintaining and improving the American life style. Support of the network would extend to every interested citizen equal access to the national treasure of ideas and information.

We in Rhode Island have seen a network prosper. It is difficult to imagine providing service without it. While others are more qualified than I to give a detailed analysis of its successes and failures, I would like to comment on several points as concrete examples of network advantage aside from user services.

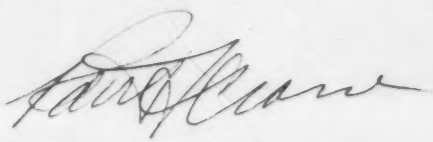
We have been able to make wiser use of book budgets. Because of our network we have been able to avoid expensive and unnecessary duplication of materials. In addition, experimentation with selective acquisitions has proven successful. With less purchasing power, due to inflation, we have been able to maintain and even improve material collections.

Professional expertise has been made more widely available. Smaller libraries are able to call on their regional centers for assistance on all types of problems and needs. Further, a free exchange of ideas and opinions has prospered.

While realizing that our system is not yet perfect, it could very easily link into a regional system. This however, would need financial assistance as the states, at least in autonomy conscious New England, are not yet ready to make funds easily available for interstate projects.

Realizing that this testimony is not in the least scholarly or innovative, I wish to thank you for this opportunity to testify. Possibly, if enough librarians share the feeling that a national network would help them perform their work better, it will come about.

Paul F. Crane, President
Rhode Island Library Association
West Warwick Public Library System
1043 Main St.
West Warwick, R.I. 02893



CHARLES W. CROSBY
Coordinator, Providence Public Library
Providence, Rhode Island

STATEMENT

Prepared for the
National Commission on Libraries and Information Science

I am deeply grateful for this opportunity to speak briefly to five categories which reflect the "local and regional problems" of the New England states. If the Commission hopes to truly provide "for all components of the population" it should seriously consider the following:

1.) The child, the pre-schooler, the elementary school child. He is target number one. Who else is using our libraries as much? This isn't even my area of interest but as a coordinator of Rhode Island's largest public library I am cognizant of the tremendous activity with children. 530 pre-school story hours and 10,441 attending; 983 school age story hours and 15,241 attending; 480 films shown to 7,486 children; 2,492 other programs attracting 56,375 youngsters into a central library and eight branches. All the above inside the library, but 1,435 events took place outside and attracted 32,975 listeners in just one system.

Yes, gentlemen, this is why now Federal legislation is needed for libraries. Let it be above party and partisan interests. Let it be permanent and dependable, not shifting with the times and each administration. Children are our future library users as well as citizens. They need and currently are absorbing information at a very young age.

2.) For the same reasons libraries need permanent, on-going funds for work with minorities. Seven long years of multiple attempts to serve our disadvantaged patrons are paying off with trust, credibility and much community involvement with Model Cities; Progress for Providence; Neighborhood Youth Corps; Human Relations Commission; Urban League and a host of others.

3.) Foreign language books, newspapers, magazines, records, repair manuals, etc., are needed for rapidly-growing Portuguese, Polish and Spanish populations. The Department of State Library Services last year appropriated $5,000 for a pilot study in this field. Response was immediate. Much more is needed. The Providence Public Library, alone, put $5,000 into purchases last year in Spanish and Portuguese items. The Department and this coordinator are writing a proposal to continue the Foreign Language Committee's activities.

4.) One of the great needs of today's libraries, large and small, rich or poor, is the awareness of, use and possession of audio-visual material in daily programming. Video tapes, cassettes, Dukane readers, film loops and strips are a must for contemporary library use with all segments and age levels of society. Only one public library and five school media centers have video capability. Today's symbol-and-picture-oriented children and young people know an immediate learning process their print-oriented elders have never experienced. All these media techniques are part of a library's service and thrust in our patrons' rights to read and enjoy contemporary life and its challenges.

5.) Last, but by no means least, there is the forgotten adult. His informational needs have vastly increased. Job retraining techniques are necessary in mill regions that have now converted to small businesses in plastics, the building trades, electronics, jewelry, etc. And then, too, there are the needs of adults for basic education - the attainment of an eighth grade or high school diploma. Even more important are the adult's need for craft and recreational or general interest sources. The university-without-walls concept is gaining and metropolitan libraries have to gear for the demands of students to take a course via cassette, video tape or closed T.V. or cable.

I have been, or appeared to be, somewhat scattered in my comments, but these are truly needs for this area and region. They are as germane to Maine or Massachusetts as they are to Rhode Island. Conservative by nature New Englanders respond wholeheartedly to things of proven worth. The effectiveness of activity and interest in the above five categories has been very evident to this coordinator.

CHARLES C. D'AREZZO
Director
Innovative Learning Systems
Rhode Island Junior College

Prepared for the
National Commission on Libraries and Information Science

My name is Charles C. D'Arezzo, and I am Director of Innovative Learning Systems at Rhode Island Junior College.

The College, at this time, is made up of two campuses, with an enrollment of three thousand at the Knight Campus located in Warwick, Rhode Island, and fifteen hundred at the Providence Campus located in Providence, Rhode Island.

Rhode Island Junior College is responsible for the education and training of liberal arts students, vocational-technical students, nurses, and serving the requests of the community through its Continuing Education Division.

It is a pleasure for me to share with the members of the Commission some of the findings and plans of our Institution which have evolved internally and also through working with several public school systems within the educational community of Rhode Island.

Technology is certainly relative to the educational process as well as it is to the industrial society that we are all facing today and tomorrow. At our Institution we have made an effort to utilize technology in a twofold manner: first, in the contemporary fashion to train students in either a diploma granting or an associate's degree granting program in a vocation or career dealing with technology specifically; and second, we have used technology in disseminating curriculum and training to the general cross section of students at both campuses and also to some public schools throughout Rhode Island.

It is my intent to share some of the positive experiences we have had utilizing technology and also to make some recommendations to the Commission as to future needs and concerns to further expand the utilization of technology in the educational environment.

The use of the computer has been one of the more valuable tools that our Institution has undertaken. Perhaps there is no tool that is more valuable to our society for providing advanced predictions through simulation of activities that man will embark on, assist in decision making processes, and, more important, store massive amounts of data that can be retrieved and shared on a global basis.

It is the latter part that Rhode Island Junior College has excelled in within the past five years. Through the use of Computer-Assisted Instruction and Computer Managed Instruction, programs of learning in areas such as mathematics, English, biology, and other contemporary areas supported with media have brought to students not only at Rhode

Island Junior College, but also to students in Grade Levels 4 - 9, information that these students desired on an individual basis that, in some cases, made the difference between these students completing their education and dropping out of school. The latter situation will be relevant to Rhode Island Junior College students but with the concern that many students will be turned off in the earlier grades and never go beyond Grade 9.

The present concern of maintaining resources and other self-learning modules to provide individualized learning for students from Kindergarten to Graduate Students is very much in demand. The ability to designate other kinds of resources in the area of career guidance, job opportunities, and the necessary evaluation that is often used as a criteria can be a routine function of the computer.

Through the use of telecommunications many schools, public libraries, or other municipal areas can be connected to one central processing unit. By also integrating the use of media (slides, audio cassettes and video cassettes) students could have available the opportunity of individualized learning or group instruction any time of the day or day of the week. The above statement is not one of the future but one in which Rhode Island Junior College is presently providing for the academic community. It is my suggestion that the Commission be concerned not only about the pure research and exploration which is commonly associated with academia, but to provide for school systems, libraries, or other related institutions the dissemination of already proven delivery systems. More important, funds for in-service training of professional practitioners should be made available for this is where sometimes procrastination to accept new and relative ideas occurs. "We are all afraid of the dark and the unknown." Perhaps this is where moneys could be made available to shed some light upon technology and the utilization of it to assist professionals in reaching their clients. Another area where moneys and training should be made available is in the area of support technicians. When more hardware becomes available, not only will it be sophisticated, but it will require preventive maintenance and, eventually, maintenance as all technical apparatus does. It has been my experience in industry as well as in education that this is where most corporations or organizations do not do any or enough planning. When budgets are made up or provisions allowed for the procurement of necessary hardware, there should be the necessary percentage of funds allocated for continued support of preventive maintenance and maintenance of the hardware. Too often hardware is utilized until breakdown occurs, and it is then placed upon a shelf or in a closet and never used again.

In conclusion, I feel that there are many areas which one could address oneself to, and the job of sorting all of these relative concerns is most difficult.

I have addressed myself to two select areas that I feel are often overlooked and which are well cared for at Rhode Island Junior College. We have provided resources and inservice training and also

a team of technicians to provide preventive maintenance and maintenance for all of our equipment which ranges from computer terminals to overhead projectors.

I hope the testimony I have provided is relevant and to the point and, more important, will provide the Commission with some direction in the area of technology.

Thank you for the opportunity to voice my opinion.

ROBERT F. DRINAN
4TH DISTRICT, MASSACHUSETTS

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HOUSE INTERNAL SECURITY

Congress of the United States

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October 3, 1973

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
1717 K Street, N. W. - Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

In response to your request for information on the needs of the libraries in my Congressional District, I formed a special committee headed by Attorney Solomon Rosenbaum, Chairman of the Board of Trustees of the Fitchburg Public Library. Under Mr. Rosenbaum's capable leadership and with the professional assistance of Mr. Arthur Kissner, Head Librarian of the Fitchburg Public Library System, a complete review of library needs in the Fourth Congressional District was undertaken.

Nineteen of the twenty libraries in the Fourth Massachusetts Congressional District responded to the questions submitted to them by the Committee. These questions were:

1. Briefly state the principal needs of your library that would have to be met to enable you to provide library service adequate to meet the needs of the people of your community, and

2. Please suggest what you believe the National Commission on Libraries and Information Science can do to help you improve library service for the people of your community.

In response to Question 1, capital improvement needs were cited by seven communities. Six cited the need for more funds for basic library services such as staff and materials; two urged more funds for improved regional services; three requested staff and funds for public relations, outreach and other special needs; and one requested more in-service training.

In response to Question 2, three communities felt that the priorities for the National Commission should be to help procure more federal funds for library construction and library services; four felt the Commission should develop or encourage a national public relations program; four felt that the Commission should provide planning information, and encourage in-service education; two felt the Commission should carry out research; and one community provided no recommendations.

This survey indicated that like most other governmental agencies libraries are finding it increasingly difficult to maintain and improve service on existing local revenues. Rising costs are draining local government revenues and this makes it difficult for libraries to secure local appropriations for new construction, renovation of existing facilities, and hiring of additional support staff for new programs.

The librarians of the Fourth Congressional District have suggested that a matching federal fund program for library construction could serve as an impetus to assist in securing community bonding commitments for construction and renovation. They have also suggested that the Commission might look into the possibility of developing direct federal aid to libraries on a per capita basis with strong eligibility requirements or try to strengthen the Revenue Sharing guidelines so that libraries might be helped to get their share of these new federal monies.

her suggestions included encouraging pilot programs to be carried out by several communities jointly to include funds for personnel and material, long range federal funding for regional services and coordinated library programs, and proposed amendments to copyright laws so as to encourage the availability, in a standard micro-format, of the largest possible number of titles.

I appreciate the opportunity to present these thoughts to you in behalf of the libraries of the Fourth Congressional District.

Cordially yours,

Robert F. Drinan
Member of Congress

RFD/bjm

8/15/73

1109 HOSPITAL TRUST BUILDING
PROVIDENCE, RHODE ISLAND
02903

Statement of Knight Edwards

To: Regional Hearing of National Commission on Libraries and Information Science

My name is Knight Edwards. I am a lawyer and have been practicing law for twenty-five years with a firm engaged in general practice in Providence, Rhode Island. I have served since 1954 as a trustee of the Providence Public Library and am at the present time a Vice President of the Board of Trustees of that Library. I am also currently serving as Chairman of the State Advisory Council on Libraries, a committee of citizens appointed by the Department of State Library Services. I also served as a member of the Legislative Commission on Libraries which drafted much of what are now Rhode Island's statutes on libraries.

I have been fortunate to observe what good legislation and reasonably good funding can do to improve library services across a state. Rhode Island already has a statewide network which includes all types of libraries in five Interrelated Library Systems. For some years to come, however, it needs both increased funding at local, state, and national levels and planning for the future at all levels which can make this state network a worthwhile link in a national chain of information services.

I urge that new federal legislation be considered well before the LSCA expires in 1976. It could advance the goals projected for improving library resources and services to meet the increasing needs of users. Future legislation should provide for long-term funding to allow for long-range planning. Greater emphasis could be given to the federal-state-local partnership aspect.

With respect to funding, New England has had an Interstate Library Compact for a number of years, but there has never been the funding at the state or regional level, nor at the federal level, to take that next leap ahead to a real regional plan which could help all the citizens of this area. I am only too well aware that inflation has meant that the library I represent has had to run hard to keep abreast of current needs without making the advances we should like to make.

Strengths of large collections and information centers should be made available to users without regard to residence, age, education, or other barriers, but based on agreements and with compensation for service. With copyright problems facing libraries, and with new technology in a state of flux, the sharing of resources must be planned and improved for all governmental jurisdictions from the smallest to the largest.

Libraries are, whether they wish it or not, political animals. They must make their needs known at the municipal level, before state government, and on the national scene. To do this, they must employ librarians who combine knowledge of resources

and a thorough grounding in librarianship with management techniques and skills in interpreting libraries to the public at large.

Networks will only be as good as the people who man them, and I feel very strongly that the Commission may want to explore continuing ways of upgrading library education and assuring that library and information personnel have opportunities to learn as they perform.

I am personally convinced, as a lifelong reader and user of libraries, of the immense value, to any citizen who can be motivated to use it, of libraries and their contents. I am proud that Rhode Island's Senator Claiborne Pell was instrumental in legislating this National Commission on Libraries and Information Science. I can see the importance of your overview at the national level of citizen needs for information and of ways to satisfy these needs. As a trustee of a fine library, I urge you to move with reasonable speed toward a national posture on libraries that will improve service for us all.

Knight Edwards

Yale University Library
New Haven Connecticut 06520

Donald Brown Engley
Associate University Librarian

August 2, 1973.

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036.

Dear Mr. Burkhardt,

This is in response to your letter of July 10, 1973 inviting written testimony in advance of the National Commission on Libraries and Information Science's regional hearing in Boston on October 3, 1973. I am writing on behalf of the University Librarian, Rutherford D. Rogers, who is on an extended leave of absence, as well as for myself. I believe that the record will show that Mr. Rogers has previously given detailed testimony to the Commission. Thus, what I have to offer here will be to provide further emphasis to topics already before you, with particular reference to the needs of the larger research libraries.

We cannot emphasize too much the need for the development of consortia of libraries on different levels of service and with other close identities. Some of these consortia will be appropriate for inclusion in a national networking. We see the serious deliberations now under way among Columbia, Harvard, Yale and the New York Public libraries as leading toward a very strong regional resource center, or even as the base for a sophisticated national bibliographical system. Such explorations should be encouraged on the national level. In this connection we strongly recommend that high priority be given to the consideration of a national system of reimbursement to large libraries to make more rational their sharing of resources. Funds should be devoted to supporting existing or potential national library resources rather than to the needless attempt to create new agencies or collections. In discussing networking we urge that special attention be given to the relationships among such special-purpose networks as the Ohio College Libraries Center (OCLC) and the New England Library Information Network (NELINET). As a member of NELINET, which is now tied into OCLC, Yale sees a real need for coordination and standardization as part of a national program.

We feel strongly that a national lending library for periodicals, patterned after the British model which is working so successfully, should be created, and that the steps that the Center for Research Libraries is taking in this direction should be carefully followed. The availability of the more esoteric journals through a national lending library is but one facet of course of the problem of bibliographical control of periodicals, documents and microforms which is a major issue already before the Commission. A national lending library might well encompass all of these forms of library materials.

In response to your question concerning a State Government's responsibility toward the development of a national network, we see this as less important than several years ago. Because of the shift of emphasis in federal funding to revenue sharing with local levels and the tendency of consortia or networks to cross state lines, the State Libraries assume less of a role in the development of library resources and services, at least at the research level. There still remains a role for the State Library in the encouragement and improvement of direct services to the public through its public libraries and to build a strong State Library collection to serve the functions of the State Government, and to backstop the local public libraries.

Sincerely yours,

Donald B. Engley
Associate University Librarian

DBE/pm

SCIENCE CENTER LIBRARY
HARVARD UNIVERSITY
1 OXFORD STREET
CAMBRIDGE, MASSACHUSETTS 02138

August 27, 1973

Dear Mr. Burkhardt:

Thank you for your letter inviting testimony for the National Commission on Libraries and Information Science.

First I wish to emphasize the importance of full support of programs now in progress, including attempts to standardize serials information and prepare a machine readable file of journals data which would provide the basis for a fuller exchange of information for comparative and cooperative purposes. I wish to acknowledge the value of C.I.P. and savings to individual libraries when LC classification and cataloguing information is available shortly after if not immediately after publication.

The Commission is aware, I'm sure, of current studies of interlibrary loan activities and costs. I am sure it has also heard testimony about the inadequacy of funds for preservation among most research libraries. Funds for preservation and for purchase of microform editions, if hard copy is already on hand, are generally not available unless the institution chooses to divert some of its current acqusitions funds into those chanels. I suggest that it might be reasonable to establish a preservation fund which is related to two principles; (1) excess of interlibrary loaning over interlibrary borrowing, and (2) access to collections by persons other than those who are members of the institution of which the library is a part. While the mechanism for measuring these factors may be cumbersome, the establishment of a fund to acknowledge the significance of major research libraries to scholarship and culture is of utmost importance lest some of those resources are lost forever.

It is my impression that extensive machine-readable bibliographic records originating from Chemical Abstracts, Biological Abstracts, American Institute for Physics, various governmental agencies and other groups are not exploited as heavily as they might be. I am reasonably sure that this is not only related to the cost of establishing centers to provide access to such data banks but is also

related to where one stands with regard to knowledge of existing literature and persons currently engaged in related research. Age and established patterns of literature use are also factors. I believe that if a graduate student in science, just beginning his reading and research for an advanced degree were to find that indices or abstracts to the literature of interest to him were available for searching by computer, he would take advantage of the opportunity to do a retrospective search and perhaps establish an SDI pattern for his interests if he could test the capabilities of the system. If students could apply for a one-time grant for this purpose to NSF, for instance, and their experiences were favorable, they would become a devotees of the current technology. Hopefully the number of users would increase, costs would go down, and all would benefit.

Sincerely yours,

Alan E. Erickson
Science Specialist

Mr. Frederick H. Burkhardt
National Commission on Libraries and
Information Science
1717 K Street, N.W.
Washington, D.C. 20036

AEE/jq

J. WORTH ESTES, M. D.
68 GREENACRE ROAD
WESTWOOD, MASSACHUSETTS 02090

Testimony submitted to the National Commission on Libraries and Information Science prior to its New England regional hearing on 3 October 1973, regarding goals and actions it might pursue under Public Law 91-345.

I am J. Worth Estes, M.D., of Westwood, Massachusetts. I have been invited to submit this testimony chiefly because I am Vice-President and President-Elect of the Massachusetts Library Trustees Association (the MLTA). However, my thoughts are dictated to an equal extent by my experience as a frequent consumer of library services. In fact, the MLTA, which is a purely voluntary group, is virtually the only voice for library consumers in this state; the majority of us are elected by our cities and towns to make library policies which are consistent with, and responsive to, our constituents' needs and wishes. I suspect that most of the testimony you will receive will come from library professionals.

Massachusetts has a highly structured and efficiently organized regional library system. As a university professor, I often have needs for diverse kinds of information which even my institution's libraries cannot supply me readily. My own local public library, through the state's regional program, supplies all of us in Westwood with materials that are reasonably commonly available. For unusual or rare materials, like everyone else in Massachusetts, I have ready access to, and use of, the vast research collections of the Boston Public Library. Thus, I can offer almost no testimony as to any inadequacies of library resources in this state.

What then is the point of my testimony? To begin with, I am not sure that all states have access to the same kinds of library facilities, and in the same way, as we do in this state. From the consumer's vantage, then, I think that your Commission could and should promote the establishment of similar programs throughout the country. Not all states will have libraries of last resort with collections comparable to those of the Boston Public Library, and there is no special reason why all states should have them; surely it would be impossible to start such extensive and important collections from scratch. However, the NCLIS could undertake the establishment of programs which would insure that citizens of states without such facilities might have ready access to them. A nationwide Interlibrary Loan plan would be needed to accomplish this goal. It will be expensive, partly because it will have to rely largely on photocopying, but it should have a high priority.

I suspect that those who can now be regarded as active users of libraries in this state are, on the average, satisfied with the quality and quantity of library services they now receive. The chief problem facing the future of libraries (not facing library sciences and technology, but libraries) is the identification of those persons who do not now make any active use of the facilities available to them, and the eventual satisfaction of those as yet unidentified, but still real and potential, needs. I happen to be the MLTA's representative to a committee of

the Massachusetts Library Association (which consists largely of library professionals in the state), which is undertaking the inordinately expensive but absolutely necessary task of identifying the distinguishing characteristics, if any, of groups who do not now make use of libraries. We will also try to ascertain their particular needs, so that they can be met. This kind of a study, on a national scale, is one activity that might properly be considered by your Commission, or at least supported financially by it. Until we have such data, it will not be possible for current and future improvements in library technology to benefit the entire potential group of library users.

Another area in which the NCLIS could and should provide definitive leadership, both in the nation's libraries and in Congress, is in the very broad field of cooperative efforts among libraries. The regional system in Massachusetts provides an appropriate framework, with a suitable hierarchical system for transmitting information and materials. However, in spite of the benefits that are self-evident in the original enabling legislation and its subsequent implementation by state authorities, there are some libraries which, chiefly because of votes by their trustees, do not participate in the system. I am not particularly enthusiastic about the establishment of more networks, or of more local, subregional, regional, state, multistate, and national library organizations, of which we already have an unwieldy excess. However, if your Commission were to sponsor, initiate, or support effective legislation to permit the legitimate, reasonable library needs of the entire country to be met most effectively, the NCLIS would perform a major service to the country. For instance, in my own experience, I have found that a few university libraries are the most reluctant to permit use of their materials by people who are not on their own faculties, even their own reading rooms. I submit that university libraries which do so as a matter of policy fail their university's mission in the dissemination of knowledge, since knowledge is not proprietary.

As a representative of library users, and as an observer and user of the newest kinds of information technology and utilization, such as computers, I am convinced that there are several kinds of potential "cooperative efforts" to which I would not assign high priorities for your Commission's study and action. For instance, in spite of current traffic problems, which make it difficult to drive to the front door of the Boston Public Library, I could not justify putting computer terminals in even the larger libraries throughout this state. I think that the few available funds would be better spent in the training of staff who could assist in the preparation of literature searches for patrons, and in facilitating access, through specialized union catalogs, for instance, to specialized collections.

I would not be very interested in all-purpose federal grants to local libraries. Instead, I would like to see the NCLIS emphasize competitive grants for special projects to meet special needs which could be amply documented and justified, as is true at present. One valuable service the NCLIS could provide is to consolidate information about, and streamline the required procedures for, sources of funding. The current listings are so long and formidable as to render them virtually useless, and certainly inefficient. I would also encourage NCLIS to consider the establishment of substantial open-ended grants to regionalized systems, to permit them to acquire and distribute more materials.

Finally the MLTA represents the public libraries of this state, not its school libraries. Although our school libraries are, by and large, considered by many to be not really sufficient to meet the demands placed on the students, the MLTA cannot properly consider them in its regular deliberations. However, it does occur to me that the NCLIS could exert pressure on school authorities to insure that school libraries are commensurate with public libraries, and that the NCLIS could stimulate, not just encourage, cooperation between the two kinds of facilities.

Respectfully submitted,

J. Worth Estes

J. Worth Estes, M.D.

16 August 1973

SHERRIE BERGMAN FRIEDMAN
Director of the Library

Roger Williams College
Bristol, Rhode Island

STATEMENT

Prepared for the
National Commission on Libraries and Information Science

Thank you for the invitation to submit testimony to the Commission prior to its New England regional hearing on October 3, 1973. I am appreciative of the opportunity to express my views on the importance of national library networks to small colleges, and on priorities of service to the undergraduate student.

Library Networks

I am the Director of the library at Roger Williams College, a private school with a student body of 1600, located in Bristol, Rhode Island.

Five years ago, Roger Williams developed from a junior college to a baccalaureate institution, and liberal arts and sciences departments were added to the original professional studies program. The Library has been attempting to build a collection adequate to support the expanded curriculum. But building a library requires many thousands of dollars, and like many small private colleges, Roger Williams has been forced to operate under an austerity budget. The school depends solely on tuition for survival, but during each semester of fiscal year 1972-73 it experienced enrollment decreases.

The loss of tuition income coupled with the present inflationary situation has resulted in a reallocation of funds, away from the library, to insure survival of the institution. At a time when the library is struggling to achieve the minimal collection size necessary to maintain accreditation, it is finding itself caught in a bind between greatly reduced money and staff for purchasing and processing library materials, and rising book and processing costs.

Membership in a regional electronic network for bibliographic communication, the New England Library Information Network (Nelinet) has played a major role in the continued ability of the library to fulfill its responsibilities to its students and faculty, while being forced to operate under stringent financial conditions.

Nelinet provides on-line shared cataloging and off-line catalog card production through implementation of the data base of the Ohio College Library Center. Implementation of a serials control system and an ordering system has begun and circulation and interlibrary loan controls have been discussed.

To a small library of limited financial means and staff, Nelinet has provided an opportunity of supplying increased services to readers while reducing operating costs. Every type of library should have the option of joining a network and experiencing similar benefits.

The Commission should set as a priority the development of a national network of regional computerized library centers such as OCLC and Nelinet. One method would be to encourage the initiation of federal legislation establishing grants which libraries could use to apply to membership costs of such networks.

An alternative plan would be to encourage state or local governments to pay a percentage of the shared costs of each network. In effect this would reduce the shared cost to each member library, providing the financial incentive of an immediate and substantial economic saving which could be applied by participating libraries to pay full membership costs themselves. For many small libraries, state financial contributions would represent the only way that network participation would be possible.

Priorities of Service to the Undergraduate

The primary function of the undergraduate library is to support the educational program of the college, by meeting the curriculum needs of the students and keeping the faculty up-to-date with current developments in their respective disciplines.

The small college library caught between inflated book and processing costs and growing reader demands on one hand, and budget cut-backs and discontinued federal funding on the other, must increasingly rely on interlibrary loan networks to satisfy user demands. This is especially true of the young developing library, which still is struggling to achieve the minimal collection size necessary for accreditation, and must apply its dollars to basic materials, rather than more sophisticated, less frequently used research tools.

Faculty and graduate students from one institution frequently are granted borrowing privileges at other local colleges. It is the undergraduate student attending a small college of limited resources, e.g. Roger Williams, who traditionally has been excluded from national interlibrary loan agreements. The doors of other academic libraries are closed in his face. If he is a student at a small college whose primary emphasis is teaching, but he wishes to engage in research requiring primary source material, there may not be a research library which will grant him borrowing privileges. His only access to other academic libraries is through state interlibrary loan systems, which often are too slow to be of value.

Years ago many libraries built huge collections under the misconception that "you can't have too much of a good thing." The information explosion forced librarians to realize that they no longer could afford to build collections on the 'firehouse' principle, stockpiling arsenals of rare materials in readiness for an 'emergency' query. Materials which receive light use do not have to be available on the shelves of every library, and should be available to users of many separate libraries.

Naturally, libraries at larger colleges, universities and research centers must devote primary attention to filling the needs of those users officially affiliated with the specific institution. But once that capability has been established, these libraries should be encouraged to look outward and consider new groups of potential users.

In addition to planning national resource centers, the Commission should set a priority to encourage all types of libraries to become more reader oriented. The reader in need of a particular book does not care which library it comes from, as long as he gets it. It should be the social responsibility of all librarians to get the book to the reader without concern for the library he 'belongs to.' In fact, every reader belongs to several libraries. The undergraduate, for example, can join local public libraries in his home and college communities. Faculty usually have alumni borrowing privileges at their alma mater.

SHERRIE BERGMAN FRIEDMAN

To further enhance service not only to undergraduates, but to all readers, the Commission should establish a panel of representatives from various geographic locations to establish criteria for designation of national and regional resource centers. Special state or regional grants should be established so that these centers could increase their resources to meet demands of a larger group of readers.

If the Commission is to plan action concerning automated networks, regionalized resource centers or expanded user services, it should direct an examination of professional library education by coordinating research through library schools, library agencies, and national and state library associations. The ultimate aim should be a national program of library education. The Commission should take steps to encourage funding from federal, state and local governments, to support the research and implement resultant conclusions.

Not only must library school curricula be changed, but continuing education programs must be established for experienced librarians. If libraries hope to expand services to meet the growing and increasingly complex demands of users, the practicing library administrator as well as the library school student must be exposed to new theories.

SHERRIE BERGMAN FRIEDMAN
Director of the Library

Roger Williams College
Bristol, Rhode Island

National Commission on Libraries and Information Science
Committee Questions: Federal Legislation for Developing College Libraries

In addition to the written testimony which I have submitted to the Commission as part of the official record of the New England regional hearings scheduled for October 3, 1973, I wish to express my thoughts on the question raised by a Commission committee, inquiring into the need for new federal legislation for libraries.

Writing as the Director of a small college library, and in the belief that the Commission has been inundated with statistical information and citations from previous reports, I am addressing my comments to the major effect that federal funding, specifically Title II, Part A, of the Higher Education Act of 1965, has had on the development of the library of one developing private college, Roger Williams.

The sole source of income of Roger Williams College is tuition. It has neither endowments nor trust funds. Its alumni are too young to provide meaningful financial contributions to their alma mater. Title II-A has been the only outside funding available to the library.

Title II-A enabled the library to fill collection gaps which developed with the College's transition, five years ago, from a junior college to a four year institution, and its decision to offer liberal arts and social science courses, as well as professional studies. The funds also permitted purchase of the Library of Congress and National Union Catalogs, major sources of acquisitions, reference and cataloging information. Other portions of the awarded monies were used for microfilmed periodical backfiles. Because the library cannot afford to bind back periodical issues, it was Title II-A that enabled inclusion of this vital source of information in the collection.

A Special Purpose Type A Grant was awarded to the College in fiscal year 1971, to develop a library tailored to the specific curricular and neighborhood needs of an Urban Studies Center, which the College has opened in the Model Cities community of Pawtucket, R. I. The grant made possible acquisition of print and non-print materials, in fields which may not be found in the usual academic collection, but which are needed by Model Cities residents, e.g. reading skills, English as a foreign language, and day care.

In May, 1972 the College received accreditation from the New England Association of Schools and Colleges, conditional upon fulfillment of several requirements, including development of the library collection. Unfortunately, in fiscal year 1972-1973, inflation, a slight dip in enrollment, and unexpected dormitory vacancies forced a 13% cut in the College's operating budget, including the library. A general decrease in private college enrollments has caused financial retrenchment in fiscal year 1973-1974, in anticipation of further enrollment reductions. The library finds itself caught between greatly reduced money and staff for purchasing and processing library materials, and rising book and processing costs.

Loss of Title II-A monies, added to these factors, might mean that the College will be unable to build the collection to the level demanded by the New England Association, therein threatening the chance that full accreditation status will be awarded to the College within two years.

The Commission would perform an important role to young developing colleges, if it would encourage legislation of new federal funding to replace Title II-A, after its discontinuance in June, 1974. It would be helpful if the Committee could encourage the granting of this type of award over at least a two year period, so that library administrators could engage in meaningful long-range planning.

RFD # 2
St Johnsbury, Vt
Aug 22, 1973

National Commission on Libraries and
Information Science

Suite 601
1717 K St N.W
Washington, D C 20036

Dear Mr. Burkhardt:

Enclosed is my answer to the second topic for which you asked in your letter.

Yours Truly,
mrs. Aurilla Spalding
retired public librarian
who has also worked in
college libraries.

P S Sorry this can not be typed but I do not have a typewriter.

Having worked in both a medium size and a large Vermont public library I feel that we should develop the service to the unserved before those who need access to definitive or comprehensive collections. The latter can be served by colleges and inter-library loans. Even the smallest libraries in a state can use inter-library loans.

If one does not try to serve the general public before specialists, the towns will not support their library.

One case in point - a story hour for preschoolers, age 3-5 will acquaint the child and mother with the library. The child will hear stories and really become interested in books. The mother will browse around the adult collection while the story is being read to the child. Generally a young child, who has been read to, does better in school because

He has learned to love books. Also he knows the association of other children. These are the library horrores of tomorrow. The story hours also brings in children from the farm areas which are not often reached.

Study groups often bring in people who are not reached in other ways.

A person who really needs comprehensive material generally is well educated and knows how to get the material or where he can get the information to secure the material. At least this is true if the library is a pleasant an informative one who advertises their services.

Charles L. Guatney
Ridgewood Terrace
Barre, Vermont 05641

July 19, 1973

National Commission on Libraries
and Information Science
1717 K Street, N.W.
Suite 601
Washington, D. C. 20036

Attention: Frederick H. Burkhardt

Dear Mr. Burkhardt:

As requested in your letter, I am focusing on the area of means and methods of providing service in sparsely populated areas.

1. In areas such as Vermont, the library (including media services) is the primary distributor of information and services required by the private citizens, local governement employees, other private agencies, including such groups as the police, fish and game, isolated schools, social agencies and a host of others. These groups need information that is not always available through regularly established channels of communication.

2. Of special note is the library's role in providing services to correction institutions and rehabilitation centers. On the one hand, there are those that need entertainment and vocational information and service while incarcerated, and, on the other hand, rehabilitation clients who need similar help, but of a more specialized nature. Without the assistance of the library, the librarian, and the resources available, needed services would not be available. These two areas alone would justify increased public support of library services.

3. The library serves as a general information center for a given area. Furthermore, it coordinates activities, surveys needs, and supplies needed talent for individual and group requests. This coordination MAY exist, in part, in other organizations but the library is the ONLY general agency providing complete coverage for a given area.

4. The printed word is only one part of today's library services. Also included is media, another area that is especially the province of the library.

5. An additional aspect of service is that the library can--and should--serve the unserved: the bedridden, the aged, and the infirm. Another aspect is that of the poverty belt that exists throughout the state. These unserved groups will seldom search out help; an active, healthy library can reach these groups as an institution staffed by people and as a part of an agency designed for a particular purpose; for example, the social welfare agency.

In summary, the library is a needed feature in a modern society. It is a reservoir of talent, information, media, and services. Properly coordinated, these features can add to the local, state, and national prosperity, health, and welfare. The nation requires many services to survice, but none is more important than the library.

Sincerely,

Charles L. Guatney

Charles L. Guatney, Consultant
Distributive and Office
Occupations Education

CLG:glw

Kennebunk Free Library
Kennebunk, Maine
August 28, 1973

National Commission on
Libraries and Information Science
1717 K Street, N. W. (Suite 601)
Washington, D. C. 20036

Att: Frederick H. Burkhardt, Chairman

Dear Sir:

Our Library has been asked by Senator Muskie to submit our comments on some of the aspects of library and information sciences, as we know them.

We are submitting the following facts gathered through experiences in public library service in the Kennebunk area where we serve about 5,000 patrons in southern York County.

The following paragraphs are in reference to topics from your letter of July 15 to Senator Muskie.

(2) From our viewpoint, we feel that development of services to the unserved should be a primary goal. The importance of this has been made real to us because of the gratitude of readers who have availed themselves of expanded services of the State Library. Of special benefit were the bookmobile and the interlibrary loan. Expansion of services such as these would be most valuable.

Other largely unserved groups, such as the handicapped patron, really need more service and more publicity about services available. We feel their need is greater than those who need access to particular collections, but who may be better equipped to aid themselves in their search for special materials.

(4) We believe that the bookmobile serves as a fine means of reaching out to patrons in outlying districts with library services and is most deserving of funding.

(5) As regards utilization of new technology, we believe the film distribution effort by the North Country Film Cooperative is a fine example of three states working together to provide films for a large area. It would seem that any improvements to provide expanded services along this line would be most beneficial.

Fast communication such as the WATS line has provided quick service to readers. Service of this type is most worthwhile, and any improvement that could expand and add to this type of communication and cooperation between libraries would be most commendable.

We also feel mobile means of carrying audio-visual aids to outlying areas should prove of great value.

Very truly yours,

Elsie R. Hall

(Mrs.) Elsie R. Hall
HEAD LIBRARIAN

C: Senator Muskie
ERH:b

SCHOOL OF HUMANITIES AND SOCIAL SCIENCE

02139

OFFICE OF THE DEAN

15 August 1973

Dear Mr. Burkhardt

This memorandum is written from the point of view of one who has been both a full professor of History at Harvard and is now Dean of the School of Humanities and Social Science at MIT.

The Boston area has one of the largest agglomerations of students anywhere in the world. Library resources are however very unevenly distributed. The result is a severe imbalance in which much too much weight is placed on the Harvard College Library and much too little weight is placed on the development of specialized libraries in other institutions and the development of a regional network. Too often teachers, graduate students and undergraduate students are engaged in a frantic search for a book which is out of their own library or Widener and which they find extremely difficult to locate elsewhere.

The Boston area is therefore one of those areas in which the Commission might give special attention to two points. 1). The provision of a union catalogue of holdings in the whole area. 2). The development of a system of cooperative buying involving as many institutions as possible. It is very strange at the moment that though many of the educational bodies in the Boston area have cooperative schemes for instruction there is very little cooperation at the library level.

H. J. Hanham
Dean

Mr. Frederick H. Burkhardt
National Commission on Libraries
Suite 601
1717 K Street N. W.
Washington, D. C. 20036

HARRISON A. WILLIAMS, JR., N.J., CHAIRMAN
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ROBERT E. NAGLE, GENERAL COUNSEL

United States Senate
COMMITTEE ON
LABOR AND PUBLIC WELFARE
WASHINGTON, D.C. 20510

July 30, 1973

Frederick H. Burkhardt, Chairman
National Commission on Libraries &
Information Science
Suite 601 - 1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

I appreciate the opportunity which you have given me to contribute to the record of the Commission's New England Regional Hearing. I hope that this letter will suffice as an expression of my views on this important subject.

The provision of services to non-populous areas is the aspect of library resource planning most important to me as a representative of a predominately rural state. I am hopeful that the Commission will give careful attention to this problem during the course of its deliberations. The dilemma of the small town library, of course, is the lack of resources to meet the general needs of its limited constituency. A good general purpose facility is virtually impossible to maintain on the paltry amounts currently available for these services in most small towns (not to mention the complete lack of facilities in the thousands of really small towns of two thousand or less scattered across this country).

It is my hope that the Commission will face this situation squarely and propose solutions which take maximum advantage of recent developments in information technology. One possibility would be the conversion of existing small libraries from mediocre general use facilities into excellent periodical and fiction centers. Research capability would be provided through a centralized state or regional research center whose catalog could be linked electronically to the local library. Materials requested would then be delivered on a regular, and hopefully frequent, basis. I am convinced that other similar alternatives can be devised.

A simple infusion of money with no alteration of the present system is not the answer to these problems, although certainly additional funding is needed. The design of these new systems in the face of strong conflicting pressures is the essence of the challenge faced by the Commission, and you may be assured of my continued interest in and support for your efforts in this regard.

Again, thank you for the opportunity to express myself on these issues; I hope that you will keep me informed as your work progresses. With every best wish.

Sincerely,

William D. Hathaway
U. S. Senator

WDHcjm

August 24, 1973

Dr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, NW
Washington, D. C. 20036

Dear Dr. Burkhardt:

This letter concerns the New England Regional hearing on 3 October 1973, which I plan to attend. I am listing briefly several subjects which I believe are important today. My thoughts apply in large part to the technical report and documentation fields.

I. A National Information System

A. The need for greatly augmented Defense Documentation Center facilities

1. Rapid reference service (computer-linked with appropriate national Information Analysis Centers, industries, and universities

2. Regional reference centers having:

a. easy accessibility

b. no cost copying services

c. complete holdings

B. Implementation by federal funding

C. Separation of classified and unclassified reference material

Dr. Frederick H. Burkhardt - August 24, 1973 (Continued)

II. Government Support

A. Grants for librarians' training

B. Supplementary funds for library services: computer time, acquiring technical reports, additional reference aids

C. Resources for library equipment

As we both realize, much of Item I was in current practice five to ten years ago. Today, libraries should be able to improve on those conditionsthrough interested and supportive government assistance.

Sincerely,

John H. Hewitt

John H. Hewitt
1371 Walnut Street
Newton Highlands
Massachusetts 02161

E. J. HUMESTON, Jr.
Dean, Graduate Library School

University of Rhode Island
Kingston, Rhode Island

STATEMENT

Prepared for the
National Commission on Libraries and Information Science

In submitting written testimony for the New England regional hearing of the National Commission on Libraries and Information Science, I touch upon aspects of planning which concern the education of librarians, which of course undergirds all library and information services.

The following is noted as one of the major conclusions of the Bundy and Wasserman study, The Public Library Administrator and His Situation:

> The typical respondent is sincerely concerned with advancing the public library, but he is firmly rooted in his present environment and his leanings are toward gradual adaptation and modification rather than drastic variation. His philosophy is fundamentally bureaucratic and political rather than professional. The kinds of concerns expressed by the respondents forecast the perpetuation of the public library essentially unchanged from the way it has been in the past. If the administrator will not commit himself to new directions, there is no evidence to suggest that library staff members can be expected to exert influence for change. There seems little likelihood for drastic change in the near future unless it is demanded by an aroused community and committed professional staff.

It should be a major responsibility of the Commission's plan to assist accredited library schools in every way possible in their efforts to produce librarians who will be part of and come later to lead forceful and committed library staffs, staffs whose members will welcome constructive change, seek it, and work for it.

The young people coming into library schools today show a greater interest in being prepared to cross over lines, to adopt change, than many of their predecessors. That they will be better librarians, more receptive to new ideas and better able to improve the library situation, is incontestable.

Librarianship needs them, and the Commission can plan for assistance for them, to make it possible for more of them to get into and complete library school programs.

To cite an example of the need for this new breed, consider cooperation. Far too few practicing librarians see in the word much more than a word, a concept to pay lip service to rather than engage in widely with a broad outlook. By no means are enough librarians eager and willing to share expertise in cooperative large scale enterprises such as NELINET, the New England Library Information Network.

Libraries of all kinds must have federal funding if the needs of the people for library and information services are to be met satisfactorily. And if libraries of all kinds need professional staffs committed to change and growth, as patently they do, then library schools as surely need and deserve federal funding so that they may better provide manpower for such staffs.

Library education now reaches out to the members of minority and disadvantaged groups. Let federal funding make it possible for the smaller library schools to offer scholarships and assistantships and other types of financial assistance to individuals of these groups in the same manner as larger and longer established and better financed institutions of higher learning. And let such funds go to persons seeking the professional degree as well as those who are being underwritten for special institutes or other short-range or special target programs. Librarianship needs majority and advantaged personnel as well as the deprived and fewer in number. Library personnel of all kinds are essential to the library world -- to complement and reinforce each other, to understand the importance and value of flexibility and change and cross fertilization.

Beyond federal funds to help students pay for their education there should also be provided monies to support research activities on the part of the faculties

of library schools, especially research into library education -- research on a larger scale than can usually be supported by the individual schools. Such funding would increase cooperation within faculties and among schools, in states and regions, bringing people and ideas together, stimulating students and faculties alike, and helping library schools help their students become better librarians. From here on, it is a certainty, librarians must know how to serve a clientele made up of far more than a clearly defined minority of white, well-educated, middle class persons. From here on it is a new world, and libraries must be new world oriented.

Finally, the Commission looks upon libraries as a national concern, It must therefore see the preparation of librarians in the same light, and see library education and library schools as having valid claims upon its thinking and its planning. The Commission should plan for the assistance noted above for students and faculty and also for special funding that could help equalize the resources of the schools -- so that they can all keep abreast of technological developments. Let the National Commission have a stake in library education, a national concern.

August 23, 1973

Statement of

IRMA Y. JOHNSON

Science Librarian
Massachusetts Institute of Technology

to the

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

In March 1970, the British Minister of Technology, Mr. A. Wedgwood-Benn issued a striking challenge in his keynote speech at the OECD Seminar on Government responsibilities in Information for Industry:

> "In the 70's information of all kinds will emerge as the most valuable of our national and international resources. No society will be able to organize itself or prosper unless it can lay its hands on the sort of information it needs, when it needs it, and in a form in which it is equipped to use it. The revolution in knowledge will completely swamp and overwhelm the little watertight compartments in which we have all lived and worked up till now. If we fail to develop information systems within the right institutional framework, we shall not halt the progress of the revolution, but we shall find, later on, that we are buying equipment and information (including information we have generated ourselves) from others who have had greater vision. That road would be the road to ruin."

The Commission will, I am sure, by now have received many a ringing statement on the vital role of information. Yet the foregoing expression seems particularly apt in its call "to develop information systems within the right institutional framework". This, it seems to me, speaks to several points:

(1) Chairman Burkhardt's first listed area, national networking, which he advises has not yet been fully explored in other hearings. Special reference is made here to its support.

(2) The relationship between Libraries and Government as the focus of "Committee Questions", with special reference to a Federal investment policy for libraries.

(3) Goal IV for Committee Study and Action - "Legal and Financial Support for Libraries".

There has been a tradition in America, from early colonial times, of the fundamental importance of the dissemination of information and the diffusion of knowledge. The subsidy to postal rates for magazines and newspapers, books, and other library materials was not the result of pressures by publishing or printing firms or even by the transportation industry. It was a recognition of the new American society's desire for its citizens to have information available.

The need for such access is not less today than in previous centuries; indeed information is recognized today as indispensable operating capital if new knowledge is to be translated into social goals such as improved medicine or new economic growth. The concept of information as "capital" was denoted by Lawrence Hirschhorn in 1971 in his M.I.T. dissertation as "society's ability or capacity to structure and process its information flows".*

Facilitating the flow of information has been sought by different federal agencies with varying success. The dissemination of medical knowledge is proving eminently successful through the National Library of Medicine's Medlars and Medline facilities. Federal support of the basic resource has been essential to this success. In the design of

*"Toward a political economy of information capital", Lawrence Hirschhorn, M.I.T. Ph.D. Econ. 1971, 183pp.

the program, ideas of "cost benefit" were sufficiently broadened to take account of the potential benefit to all in making readily available, information to anyone with the interest and previous knowledge to use it.

The challenge to the Commission will be to discover and measure how government support can best be applied, and in what relationship the government will stand, to information producer, processor and user. Are societal goals to be paramount as with the model developed by the National Library of Medicine, or will we continue to drift along content that information capital is for those who can afford the full cost? One cannot but hope that we stand at a stage comparable to that of transportation just before its recognition as of such fundamental importance as to require a top level federal department. The future of our economy and of our society generally will depend on ready access for all to the new Capital-Information.

In my judgment, this may best be assured by directing support to the wholesale processing and packaging stages of the disseminative process. But the proper direction of such support may require studies of the application of systems dynamics to information management and delivery in the same manner as is being studied at M.I.T. with respect to health care delivery. Through proper support it should be possible for the retailers - individual libraries - to obtain the desired and necessary stocks and bibliographic facilities which they are now increasingly denied by high cost-recovery pricing. The information service structure and the ultimate user will be served more economically and effectively by such modes of funding than by direct grants to the libraries themselves.

THE UNIVERSITY OF VERMONT
BURLINGTON, VERMONT 05401

GUY W. BAILEY LIBRARY

August 14, 1973

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Dr. Burkhardt:

The following written testimony is submitted for the New England regional hearing of October 3, 1973, Boston, MA.

My comments are directed specifically to item 5 "Utilization of new technology to promote improved library service and interlibrary cooperation," on P.2 letter of 10 July 1973 from the Chairman of the Commission. They inevitably relate to other topics, such as the first item, "National networking."

The National Commission's position on "Technology" as stated in par. V, p.3., of "Priorities and Objectives for Planning Library and Information Services for the Nation," 12/18/72, is that it sees its role as "that of a cautious advocate." I believe that the Commission must abandon this passive position, and assume instead a role characterized by pioneering and aggressive exploration, and the active sponsorship of new development in technological applications to library service.

Section 5. (a) (4) and (6) of PL 91-345 place the two following suggestions within the scope of the responsibilities of the National Commission.

I. Compatability of Computer Data Storage and Access.

Until quite recently, the electrostatic reproduction process had contributed more to college and university library service than any one single technological development of the past twenty years. We appear to be on the threshold of a change of considerably more magnitude, as it can affect library service, through the accessibility of stores of indexing and abstracting services data in machine readable form. These include biological, chemical, educational, medical, nuclear science, etc. scurces. The access technology has been demonstrated by, among others, The Ohio College Library Center and New

England Library Information Network, with respect to bibliographical data, and by MEDLINE, etc. with respect to stored indexing data.

A priority consideration of the National Commission should be the active sponsorship of standardization and compatibility among existing data bases of the index/abstract variety, and those yet to be developed, to promote and facilitate both regional and national access.

II. Development of Telecopying Technology.

The fact that no university library can provide service for instruction and research without being able to call upon the resources of other institutions has been recognized for decades. Information exchange between libraries, and between regional deposit centers and member libraries, through interlibrary loan, has contributributed to a solution of this problem. But thus far, no practical or cost-beneficial system for rapid information transfer has been developed.

The National Commission could profitably encourage research and the development in fast telecopying at a cost-beneficia1 rate as a contribution to improvement in textual information transfer among libraries on a national basis.

Sincerely yours,

Paul B. Kebabian
Director of Libraries

PBK:em

JONATHAN BOURNE PUBLIC LIBRARY
30 Keene Street
BOURNE, MASSACHUSETTS
02532

August 20, 1973

To: Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science

From: James R. Kennedy, Director
Jonathan Bourne Public Library
30 Keene Street, Bourne, Mass. 02532

Subject: TESTIMONY for New England Regional Hearing, 3 October, 1973, in Boston.

The following comments will deal directly in the Priorities for Service category referred to in your invitation of July 2, 1973.

Insofar as the outstanding special service provided to patrons of the Jonathan Bourne Public Library has been the Services to the Handicapped and Homebound, these remarks will deal directly with the success of this form of public library service, its current absence from the list of services provided by most public libraries, and the need for the establishment of such a program in most communities.

THE NEED: The majority of public libraries in communities throughout the United States, in particular communities with an annual population of less than 25,000 persons have taken for granted the public that they serve. The primary reasoning has been "If they want to borrow our books and other materials, they will find a way to get here." Few public libraries in grass roots America have taken into account that there are individuals who could definitely use and appreciate library service but who have no access to them due to extreme age of physical infirmity. The Bourne Library initiated Homebound Service because there was a definite need. In a community with an annual population of 10,000, of which one fourth are Senior Citizens, its was estimated that there were at least 500 persons who could qualify for Homebound Service--- either access to existing library materials or a need for Library of Congress Talking Book Service. Presently the Library is serving an estimated 240 needy per week, and the number is growing rapidly as the Homebound Services Librarian brings materials to individual patrons at their homes and to residents of the County Hospital and Bourne's two nursing homes.

Every community in this country has a senior citizen population, and with old age comes illness. Ergo a need for Library Homebound Service. Patrons who avail themselves of this form of public library service find that it is a major factor in filling many otherwise unproductive hours/

ENCOURAGEMENT: Every public library must be encouraged to develop some form of Homebound Service to readers. At the very simplest it might be in the form of volunteer service, where individual staff members devote their time

to either bringing library materials to Homebound patrons or aid patrons without transportation to get to their local library. Beyong this, it is a relatively inexpensive program for a community library to institute. Cost for a part-time staff member to select, deliver, and record materials per patron and gasoline allowances can be kept to approximately $3,000. per year for a part-time, 20 hour week program. Materials can be provided by using all existing book and non-print items, and libraries must be encouraged to purchase titles in large, rather than conventional print when they are available.

Both librarians and patrons must be made aware of Library of Congress Talking Book Service for those who qualify. Most librarians know that it exists but not how to get it for a patron. Most persons who would qualify do not realise that their public library is or should be the logical outlet to process their request. Also, many patrons learning of the service refuse to believe that it is available at NO COST to them.

This calls for: 1. greater national publicity for the service. 2. A more strongly based system for utilizing existing libraries and library networks to promote Talking Book Service.

Publicity: Placement of literature on talking book service in doctors' offices, drug stores, and every library will increase public awareness. These fliers should be freshened up periodically and need a somewhat more personal touch. If necessary, why not place a demonstration talking book machine in every public library in the country. Bourne's Homebound Services Librarian, Leslie A. Morrissey, has commented on the need for frequently scheduled workshops on Talking Book Service at all levels. This is not a subject to be mentioned just once a year and then filed away till someone needs a subject for the next workshop.

Greater use of the media, in particular radio and television, whould be made to build use of Talking Book Service. The military services spend large amounts to recruit new personnel. Why not apply some of these techniques to this situation!!?

Homebound Service must be encouraged more vocally in all communities. It does little good when a patron in Bourne who has received the service at the County Hospital or in a nursing home returns to his residence in another community to find that the service is no longer available. By stressing Homebound service as a total program, rather than just as Talking Book Service through existing State, Regional, and Inter-Library Loan networks greater success might be obtained. Some seed funding at the state or national level might be helpful to build an area model of the Service for other libraries to copy.

In conclusion, not nearly enough is being done by libraries to serve patrons who are physically unable to make use of library services, both existing and potential, and more must be done to encourage expansion in this area. If greater use is made of existing library networks and a more aggressive form of promotion is used for the project, results can be brought about quite rapidly.

804 Summer st.
Manchester, Mass. 01944
July 25,1973

Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Service
1717 K street NW
Washington,D.C. 20036

Dear Sir:

I find in all discussions of libraries with librarians and their users, that the whole basic question comes down to money. Almost without exception they are in need of federal funds, to buy books, to file properly, to catalogue, to service those persons who may want to consult reserved collections or find books in a given area.

I think beyond saying this I have little to add, except to praise the dedication of librarians.

Sincerely yours

Herbert A. Kenny

FRANCIS P. KEOUGH
Library Director
413-739-3871

City Library

220 STATE STREET • SPRINGFIELD, MASSACHUSETTS 01103

July 31, 1973

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601, 1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt,

This is in response to your letter of 02 July 1973. I wish to indicate to you my interest in testifying for the National Commission on Libraries and Information Science.

My interest is generally in the area of financing urban public library services as stated in your Summary of Issues Raised at NCLIS Regional Hearings - Page 3, Item 13, Finances. Where an urban library extends its full services beyond the political limits of the community, offering its full range of services to all residents of the state in which it is located, I am firmly of the opinion that the support of that library system should be derived from local appropriation, state appropriation, and federal appropriation, and that your Commission should be instrumental in determining the percentage of this support. The object is to obtain a firm commitment from the city, from the state, and from the federal government.

If your Commission is interested in my verbal testimony, I shall be glad to give it.

Sincerely yours,

Francis P. Keough

Francis P. Keough
Library Director

FPK:mab

MEMO TO: Marie V. Hurley

FROM: Cosette Kies CnK

RE: Suggested Comments for written testmony for the National Commission on Libraries and Information Science

DATE: August 19, 1973

Of the six topics suggested by the National commission as those which have not been fully explored in other hearings, three would appear to be the most significant as vital needs, in my opinion, for planning library services on the national scale. These are:

1) National network in libraries

2) Criteria for designation of proposed for national resource centers

3) The Library of Congress as the National Libraries; it's responsibilities and authorities

It is my feeling after varied experiences in different types of libraries in various geographical locations and working with various levels of library activity--local, state, and national--that the most urgent need which should be concentrated on by all libraries and those concerned with library activities (not only the National Commission) is that of interlibrary cooperation and the building of a national network of all types of libraries in order to fully utilize existing facilities and build up needed areas.

Current trends at the state and regional levels have made it obvious that this is the direction in which the National Commission should go in order to help bring about a strong and valuable library system for the nation which would enable all residents anywhere to make use, free of charge, of all library facilities. The thrust of the various states in building up systems in geographical libraries would provide a firm footing for a national concentration of effort to help achieve this goal.

A basic decision which needs to be made, of course, is that of how much authority and control should be vested in such a possible National library. It is entirely possible that services now offered in several agencies at the national level could be combined with the Library of Congress and thus achieve a truly National Library. This National Library could well serve a role as that of state libraries in the various states, with shich some monetary control and the free availability of consultants to help develop programs, standards, research, statistic gatherings, etc. Activities presently in operation

at the Library of Congress, such as the MARC Program, cataloging, and the building of a superior and complete research collection should continue and be encouraged to grow.

Activities such as those now in the Office of Education in regard to research programs, statistics, and special project, could, I should think, be easily transferred at the Library of Congress as a division of a new National Library. I do not think that state libraries or individual libraries would be willing at this time to accept a National Library with the sweeping authority which might come about should all financial authority be entirely handed over to this library.

It is, however, essential to break down barriers which now extend in the various libraries geographically and by type of library. Only by an extreme effort of cooperation and coordination will it be possible to build up a network of libraries which will truly serve the library needs of all of the people with the eventual least amount of cost, time, and effort involved. It is our obligation to try to bring about such a network so that free library service for all will become a reality.

The Ferguson Library

September 19, 1973

MEMO TO: The National Commission on Libraries and Information Science

FROM: The administrative staff of the Ferguson Library

RE: Comments on questions between libraries and government

We know how late this is, but are sending it anyway to add to expressions of opinion from librarians.

National Network of Libraries a carefully coordinated national network of libraries is badly needed to serve the needs of all people at the least cost of money, time and effort. Only through such a network will every citizen have access to the enormous volume of informational material - past, present or future. Such a network could be built on existing or to be developed state and regional networks, but at the national level there must be planning, coordination, setting of standards and some financial support.

Library of Congress should be a truly national library with improved and expanded services. More adequate staffing would probably improve present services. LC could become an umbrella for many of the network services now developing. In many areas it would probably function most effectively as a coordinating, rather than a decision or policy making agent.

Federal Funding is essential to the development of good library service on a national scale. There should, however, be a built in accountability and adequate funding at the regional, state and local levels. Federal funding in the past did not demand enough of recipients. Matching funds were usually the normal current budgeting of libraries receiving grants and there was no provision for increased or continuing funding for projects started with federal money. New developments should be started as pilot projects with provision for communicating methods and results to the library profession.

Education on a continuing basis is needed for library personnel at all levels. One of the stumbling blocks in this process is the tight staffing of most libraries which makes it difficult to release staff for the necessary time. Funding which would make possible substitute staff might help here. Library schools should be given the responsibility - and financial help to provide continuing education for professional and para-professionals.

Research is badly needed in all areas of library service and operation - evaluation and measurement, staffing and staff training, application of technology to mention a few. Two specific areas about which we are concerned are 1. How do you measure

the effect of special services to minority groups and the disadvantaged? 2. How do public libraries pay for specialized services such as research for business and industry. Should recipients for such service pay for it? What are the criteria for cost analysis? How do you evaluate the speed factor in delivery of information service?

*Cosette Kies, Assistant Director, Personnel & Public Relations
Lewis Lanese, Assistant Director, Technical Services
Joan Turner, Assistant Director, Public Services
Marie Hurley, Director

*Miss Kies' written statement is attached.

STATEMENT OF PETER N. KYROS, MEMBER OF CONGRESS FROM THE STATE OF MAINE

In considering the priorities for the service of a national library network of information services, I believe it is important to first recognize the several concerns of our citizens who require library information. These are location, accessibility and delivery. Our libraries serve the function of providing information. A stumbling block to the dissemination of facts in the past has been the lack of technical expertise needed to convey this information. A library network of information services must be organized to utilize this technology and technical expertise to effectively reach its constituents.

One organizational pattern which might be followed as an effective model in establishing an information network is that of the Library of Congress. Their distribution of reading materials for visually and physically handicapped is a superb system of access and delivery that is unique in the world. No other nation can claim to be serving its handicapped readers with such excellence. The organizational system is relatively simple, consisting of a strong central resource interconnected by subregional resources which are placed in strategic geographic locations. What makes this

library program unique is the utilization of communication technology. It was this program's use of the talking book, for example, that led the way in the commercial adaptation of the phonograph. Creativity and innovation were the keys to reaching handicapped readers and they dictated that technology be made to serve the program.

The emergence of networks is indicative of their key role in the libraries of the future. Witness in my own State of Maine the easy acceptance and adoption of new legislation creating a system of interconnected pooling and sharing of library resources and services. Further evidence can be found in the emergence of NELINET, the New England Library Information Network, the New England Document Conservation Center, and the creation of the New England Library Board. All of these emerging networks, gradually duplicated in other areas of the country, will lead the way to a readiness to link resources to bring information within easy reach of anyone, regardless of his location. Leadership from the library profession can bring about this national network. The potential exists for facilitating this goal in every State through State Library agencies. These agencies, interconnected regionally and nationally through the Library of Congress, can be initiators and conductors of a system to make the vast resources of this land readily available to all of our citizens.

ANTHONY ROBBINS, M.D., M.P.A.
COMMISSIONER

STATE OF VERMONT
AGENCY OF HUMAN SERVICES
DEPARTMENT OF HEALTH

DIVISION OF OCCUPATIONAL HEALTH
32 SPAULDING ST.
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September 24, 1973

Mr. Frederick H. Burkhardt, Chairman
Nat'l. Commission on Libraries and Information Science
Suite 601, 1717 K St., N.W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for the invitation to appear before the National Committee on Libraries and Information Science 3 October in Boston. Unfortunately I shall not be able to avail myself of the opportunity in view of a prior commitment in Philadelphia that week.

There is one telling addition to the statement which I made, which needs to be stressed and it should be most persuasive to Congress. At present Congress, both the Senate and the House, suffer from the fact that these two bodies of the Government are handicapped by the unavailability to them of ready information retrieval both from the States and the Nation. To these bodies demographic and economic information is sine qua non. It would seem that appropriate linkage by computer to the various state capitols would be a significant and essential matter. Such a linkage, effected through some central focal point in Washington, say: the Library of Congress, joining with the separate state libraries wherein appropriate data banks concerning the states exist or would be created could prove to be a most useful capability. I would like to think that Congress is intelligent enough to recognize that this aspect alone would be of overwhelming persuasion.

The critical importance of both the need for readily available information, and also the present lack of such an availability to public officials cannot be overstressed. The debateability of this is no longer justified. It is a fact. The only issue, it seems to me, is the speed with which the capability is established. It should have been here years ago. But, now, with the presence of pocket sized "computer" units certainly the installation of desk type of such service, cross linked to National and State data banks should not present problems. The cost is not a factor. It shouldn't be. Too much money is being wasted now because we don't have properly informed legislative mechanisms.

Sincerely,

Benjamin Levadie
Chemist

BL:lmb

Trow Hill
Barre, Vermont 05641
August 23, 1973

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K. Street, N.W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for the invitation to submit written testimony to the National Commission on Libraries and Information Science. The press of personal obligations related to my professional activities has made it impossible to reply promptly to your letter and I hope that this belated response will be useful to you.

Items one and five on page two of your letter appear to be related and they fit in neatly into my interests which are concerned with technological activities related to measurement of indoor and outdoor (ambient air) quality. I work for the State of Vermont Division of Occupational Health and for the Air Pollution Control Officer of the State. In both these functions I find that there is a need for an expanded capability within the State Library itself to provide prompt and direct information service.

At present there exist in Vermont several libraries which have available technical information and scientific journals. These are in the Universities and Colleges. There certainly must be, too, small libraries, such as that in the DOH, journals of a scientific and technical nature. Even so, these capabilities are not "unified", and, actually, should not be. But, it would seem to me that there should exist within the State Library itself an appropriate REDUNDANT capability, so that one could reach, at one central point, or have readily available at this point the technical and scientific literature one might be interested in. This would be an invaluable capability to scientists and technologists who by the very nature of their disciplines are inclined to "browse" through materials which are of interest to them.

In the larger States of the Union, where there are considerable library capabilities a unified service perhaps is easily attained by the State itself. In the smaller states such a service is more of a luxury in the face of other priorities.

There are several avenues whereby an appropriate, central redundant function can be realized:

(1) by the actual duplication of journal subscription and text acquisition within the library, so that, in the State of Vermont, for example, the State Library would not be chiefly a "law library" but a comprehensive library. (This in no way should be considered criticism of the State Library. The service which it provides me in obtaining reprints and photocopies of desired materials is nothing short of superb but it does take time.)

(2) by the availability of an appropriate telemetric copying service linked either to the Library of Congress or in some other electronic manner (the technologies for this are here and available) to available information networks so that one can obtain shortly after request the desired materials, through the services of the central mechanism at the State Library, or even more happily, through the local library.

Of course this would be costly. But we do not live in the age of handwritten reports. We live in McLuhan's world and we should realize that a sluggish information retrieval system in any work which is of a technological and scientific nature is a most costly situation. There is no more justification for isolation today of any individual or group which needs to have rapid access to information.

IF we sincerely contemplate planning an appropriate National Library capability we dare not focus the purpose of such a capability merely on the general functions of the library but must, from a survival point of view alone, emphasize the needs of that small, but absolutely vital and essential group of technological and scientific people, which exists even in the smallest communities (doctors, sanitarians, highway personnel, for example, which make the basic community functions work). These, if local experience is any guide, are totally neglected.

And so: why is new Federal legislation for libraries needed? From my point of view because the need which I have expressed above cannot be met by local, parochial or even State capabilities.

Are there inequities present in today's system? Go back to the beginning of this letter and re-read.

What reasons compel government to consider interconnecting libraries and information centers of the nation according to a national plan? Because we do not live in the days of the one horse shay. This is the age of electronic communications and the absence of such an interconnecting system <u>will</u> create an erosive situation in this country which will leave it as an illiterate body within the next twenty years. We <u>DARE NOT</u> neglect such an approach now.

What should the Federal investment policy in libraries be? In the light of the importance of information: there should be a <u>Total Commitment</u> to a complete review of actual national needs and early accomplishment of a national network: not later than within the next five years. The responsibility of the Federal Government in this respect is unreserved. There is no special interest so far as dissemination and acquisition is concerned; there is only a total, general, national interest. And there is no state which can afford to do what is necessary.

Our Founding Fathers, when they talked about the Press in the First Ammendment, referred to the Press as they knew it then, and they were wise men who knew that "Press" meant "information". Were Jefferson alive today he would be appalled that there would be any questions such as "five" and "six", in the "Committee Questions" section of your documentation. Inherent in the full understanding of "freedom" of the press is the free access, to everyone, to all information.

Why should a state want to belong to a national network? In this decade of the Twentieth Century such a question is shocking. When one can reach by electronic means right around the world, in a matter of seconds, when it is possible to see men cavorting around in space capsules and on the Moon, all made possible by NATIONAL EFFORT, and all demonstrating so clearly that a "state" is indeed a helpless entity when broad concepts concerning information are involved it is little short of madness for any state in the Union to think it can "go it alone". I think that the last question is, indeed, a pathetic one. The answer is: WHY NOT?

Thank you again for permitting me to speak out this way. I do so as a private citizen who has some pretty strong ideas about the need for libraries and for information availability. In addition to those, I write, I read, and am known to do also.

Respectfully yours,

Benjamin Levadie

TESTIMONY FOR NATIONAL COMMISSION
ON LIBRARIES AND INFORMATION SCIENCE
SUBMITTED BY MARY A. MADDEN

LIBRARY AUTOMATION

Although unquestionably many dollars have been spent for development in library automation, we have not as yet reached our goals. At the ISAD/ALA pre-conference on "Library automation: the state of the art" this June, both Allen Veaner of Stanford University and Ralph Shofner of Richard Abel & Co. gave papers on the history and future of library automation. (Copies of their papers and the other speakers would surely be of interest to the Commission.) Mr. Veaner admitted our goals have not been reached, but maintained these goals were still realistic. Further, he stated that as an "industry" we have spent on research and development as a percentage of our total expenditures that other industries.

Funding for systems which will essentially duplicate existing systems must stop. This is a wasteful practice. Libraries must learn to share software and data.

Perhaps this can be done through funding bases. It is encouraging to note: 1. The New York Public Library is giving Hennepin County Public Library in Minneapolis, Minnesota their book catalog system; 2. NSDP is acquiring the serials database of the University of Minnesota and will use the University as a source of input in the future.

Projects for research and development should be defined and funded with a national - regional - local network in mind. Some tasks can best be handled on the national level through the Library of Congress as a national library. One example is a machine readable database. Other tasks are better done on a regional basis - for example interlibrary loan. While circulation is best handled on a local basis. Each level should have computer and storage facilities and be able to query the other levels. So, for example, there would be one national database of full bibliographic data with regional holdings symbols. Then each region would have an abbreviated bibliographic record with more detailed regional holdings information. While the local library depending on size would have a circulation file on-line and shelf list information perhaps off-line.

To determine where the regional centers should be, what sorts of things should be done at each level, and the manpower of each level, the methods of operations research and economic modeling should be applied. The time has come to apply scientific methods to the entire library and information center schema to make it a system more responsive to needs and more efficient in operation.

LIBRARY EDUCATION/TRAINING

More emphasis should be placed on continuing education in the form of short courses, seminars, and workshops. Special attention should be given to the informing all librarians or information scientists of the resources in their particular region. For example Simmons library school or perhaps the Massachusetts State librarian should sponsor a series of workshops including Project Tip and Project Intrex at MIT, OCLC through NELINET, Computer Library Services Inc. (CLSI) circulation and acquisitions systems utilizing meni's, Larry Buckland of Informonics on the development of the MANC format or one of his more current projects. Vincent Juilano from Arthur D. Little on non-print media, etc.

LIBRARY EDUCATION/TRAINING CONTINUED

Some librarians will without any urging continue scholarly persuits; others should be encouraged keep aware of new developments and even current activities in information centers of all types.

USERS

I have been made aware of a group of users not ordinarily thought of as desenfranchised, but who are. These are the curious, often extremely intelligent who are either enrolled in a degree program or are doing indepent study. At each research collection they must identify themselves and often pay a fee of approximately $200. For a graduate student or even for a grade school teacher this is a tremendous sum, especially if one needs to use more than one collection.

On the other hand, no one wants a repeat of the Yale experience at the Bienecki Rare Book Library. What is needed as some means of identifying serious users recognized by all research collections, and some means of reimbursing the research institutions when necessary, often the fee is merely to keep users away.

MALDEN PUBLIC LIBRARY
MALDEN MASSACHUSETTS
DINA G. MALGERI LIBRARIAN

August 22, 1973

National Council on Libraries
and Information Science
1717 K Street, N.W.
Suite 601
Washington, D.C. 20036

Gentlemen:

My name was submitted to you in connection with my interest in institution libraries since I was Massachusetts' Institutional Library Consultant from August 1970 to November 1972. I am enclosing copies of two reports which I wrote in 1972 while I was still with the Mass. Bureau of Library Extension and which will give you an abbreviated overall picture of the institutional library situation in this state.

I am now concerned with the public library's problems and the lack of any subsidiary funding since Revenue Sharing funds for libraries seem to be a rarity. I am still interested in institution libraries and meet regularly with several local and regional groups which are concerned with library services for adult and juvenile correctional institutions.

The major problem with Federal funding for programs such as LSCA Title I is that there is never any money allotted for staff; the money which is used for administrative costs is well spent and the money for materials is in most cases also used wisely. Such expenditures are wasted however when there is no staff to implement services or programs using the materials purchased. The second problem is the impermanence of Federal programs; even if a state agency initiates services in institutions there is no guarantee that they can be carried on to viability because funds necessary for continuity of such services may suddenly disappear. State institutions are aware of this and therefore are reluctant to commit themselves to permanent budgeting for staff and materials for libraries.

I believe that Federal funding is necessary for institutions but that there must also be a larger and more definite commitment by the state.

Yours truly,

Dina G. Malgeri

Dina G. Malgeri

Olin

RESEARCH CENTER • 275 WINCHESTER AVENUE, NEW HAVEN, CONNECTICUT 06504

August 1, 1973

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N.W. - Suite 601
Washington, D. C. 20036

Dear Dr. Burkhardt:

In response to your letter of July 10 inviting me to submit written testimony, I am pleased to respond.

Let me emphasize that my comments are written primarily from the point of view of a person who is interested in the library and information needs of research workers and others associated with industry. I also want to emphasize that my comments are my own and do not necessarily represent the views of my company.

Should you wish me to be present at the regional hearing in Boston on October 3, please let me know.

Here are my comments:

1. The files of the U. S. Patent Office constitute a great national resource for progress in technology and industry. But only at the Patent Office in the Crystal City complex adjacent to the D.C. Airport can one find millions of U. S. patents categorized by sub-class for ready access. I recommend that these files be made available in regional centers, i.e., Chicago, Los Angeles, Boston, Houston, and New York. Funds should be provided to implement this plan at the earliest date.

In addition, funds should be provided so that the U. S. Patent Office can a) speed up delivery of photocopies of U. S. Patents;
b) build up a complete world-wide collection of foreign patents and provide ready access thereto, including photocopy services.
Foreign technology is accelerating rapidly. To compete effectively, U. S. industry must have ready access to foreign patents.

2. University libraries have had made available to them such resources as The Ohio College Library Center. A service such as this should also be made available to industrial libraries on an equitable fee basis.

3. Specifically in the field of chemistry and chemical technology, a National Chemical Library should be established in Columbus, Ohio, adjacent to Chemical Abstracts. It is well known that national libraries already exist in such fields as agriculture and medicine, so that there is a precedent.

4. There is some concern that New England industry may continue to move to other regions of the country. This should certainly be a factor in planning of library and information services for the New England region. It is my opinion that strong university and public libraries which are fully responsive to the needs of industry could be a factor in helping keep industrial laboratories and other facilities, hence jobs, in this area. The major universities should be provided with funds needed to establish service bureaus which could offer information services, especially to small industries. Positive and responsive cooperation of university libraries with industry could be a real factor in the proper development of this region along the lines of high technology.

5. Accelerated development of high speed facsimile transmission and related devices, and expanded WATS service are needed to provide ready access and facilitate information transfer. Existing facsimile devices are entirely too slow for practical use.

Sincerely yours,

R. E. Maizell

R. E. Maizell
Technical Manager
Information Services

REM:mc

RAYMOND A. MANSOLILLO
DIRECTOR OF PROFESSIONAL SERVICES

Rhode Island Association for the Blind

STATEMENT

Prepared for the
National Commission on Libraries and Information Science

I am extremely happy that the National Commission on Library and Information Services has offered me the opportunity to submit written testimony prior to its New England regional hearing on October 3, 1973.

The National Commission has an enormous responsibility in assuring the people of the United States the access and delivery of library services. I strongly support your meaningful venture in the adoption of goals and priorities.

In my own administrative position with an agency that serves the blind and visually handicapped, I have been able to see at first hand what a regional library for the blind and handicapped can offer when it is efficiently operated as is the statewide regional library in Rhode Island.

A 65 year old widow's vision was declining and she wrote to me saying, "I have not been able to read comfortably for three months and as I am an avid reader, I'm very unhappy. Please help me if you can - I'm completely lost without books".

This would have been a tragic moment if the Regional Library could not have fulfilled this person's needs. This is a typical case example that is seldom documented to dramatize the significance of library services.

Yet, despite the conscientious effort of libraries in providing total range of services, there can be many improvements in services to the handicapped. Current technology which is making available new aids and materials should be explored both at the state and on a national level. Blind children are being integrated in regular classes in communities. This leads to a multitude of problems such as the need for a wider selection of books and materials, delivery of books and materials at the appropriate time, the defining of roles of agencies that are involved in the dispensing of library services, and many others.

The life span is steadily increasing, and even with all the scientific advances in eye care and prevention, there is still an ever growing number of visually impaired elderly people who need special material. These are just a few of the areas which library services must expand.

In conclusion, I feel that the National Commission on Libraries and Information should utilize all the resources available to them to dramatize the significance of library services in

relation to the growth and development of this nation. Unfortunately, many libraries operate in an atmosphere of uncertainty, either because of lack of national commitment and/or in many cases lack of support at the state and local levels for their libraries.

The National Commission should follow up its planning function by instituting periodic regional hearings and encouraging and supporting state and local workshops. The Commission should take the leadership in a positive way in the area of fiscal responsibility. It is inconceivable to think that lack of funds is a great problem facing libraries, particularly when libraries and its multitude of services ranks among man's most useful services.

A dynamic National Commission philosophic and physical commitment should provide the impetus to state and local governments and groups to debate library needs, such as regionalization, innovative research, duplication of services, access and delivery of books and materials, and other issues in an atmosphere that is conducive in developing constructive priorities and recommendations.

During the Roman Empire decline the historian, Ammianus Marcelluss complained that, "Libraries are closing forever, like tombs".

No nation is great without libraries.

93 Railroad Street
St. Johnsbury, VT 05819
802-748-9437
August 20, 1973

National Commission on Libraries
and Information Science
1717 K Street, N.W.
Suite 501
Washington, D.C. 20036

Dear Sirs:

We are grateful for the opportunity to present our views concerning topics pertinent to the development of a national planning document for library and information science services as part of the written testimony submitted prior to the National Commission's New England regional hearing on October 3, 1973, in Boston, Massachusetts.

We choose to comment specifically concerning topic #2, page 2, of Chairman Frederick H. Burkhardt's letter of July 2, 1973: "Priorities for service. Development of service to the unserved vis-a-vis those who need access to definitive or comprehensive collections." Within this context we will also make reference to topic #4: "Means and methods of providing service in sparsely populated areas." Finally, in a separate paragraph, there is a brief comment concerning topic #5: "Utilization of new technology to promote improved library service and interlibrary cooperation."

Priorities for service: Libraries find themselves increasingly embroiled in the highly competitive arenas of political and economic reality. Libraries thus far have been notably unsuccessful in these arenas as evidenced both by the President's recommended budget for fiscal year 1974 and by the almost universal lack of allocation of local revenue-sharing funds to libraries. It is imperative, therefore, that libraries collectively develop broader-based support both by extending services to the unserved and by improving services to those already "served." In essence, the concept of service is one that must be measured qualitatively as well as quantitatively. How many are served is applicable; but how well users are served is of at least equal importance. Librarians ought to focus upon the information needs of users and potential users as opposed to concentrating upon materials and the development of library collections. We believe that this conceptual reorientation will enable the initiation of increasingly relevant library services leading to broader-based political and economic support.

Sparsely populated areas are particularly appropriate testing-grounds for such a reorientation. Traditionally, the base for economic support in these areas has been insufficient to provide more than extremely superficial library service. Right to read and access to information principles are in effect controverted. We believe that rather than devisive attempts to support separate school library/public library facilities and collections, consideration of the needs of the community might better provoke the establishment of a community information service. In addition,

we encourage the support of experimentation in sparsely populated areas with such supplementary information services as wide-area radio/TV reference and books-by-mail to determine their feasibility and effectiveness.

Utilization of new technology: Technology ought to be developed and adapted only in light of well-defined service goals. Too often librarians have plunged ahead in the utilization of new technology for its own sake. Given well-defined service goals, the initial cost of experimentation with modern technology impels federal funding support.

Thank you for your consideration.

Sincerely,

Jean F. Marcy

Jean F. Marcy
Librarian
St. Johnsbury Athenaeum

Henry O. Marcy 4th

Henry O. Marcy 4th
Director, Bibliographic
& Reference Division
Vt. Department of Libraries

The Commonwealth of Massachusetts
Board of Higher Education
Fourteenth Floor
182 Tremont Street
Boston, 02111

August 9, 1973

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
1717 K Street, N. W.
Suite 601
Washington, D. C. 20036

Dear Mr. Burkhardt:

In your recent correspondence to this office you indicated one particular area as being pertinent to national planning and not yet fully explored in other hearings. That is the entire area covering the utilization of new technology in promoting improved library service and interlibrary cooperation.

Unlike other states that have been experimenting with alternative methods to harness new technologies to promote increased cooperation, the Massachusetts Board of Higher Education is responsible for the inception of a project that has drawn nationwide attention and is frequently examined by officials of other states to discuss ways of settling up similar projects.

The Books for College Libraries Project was initiated five years ago after the Board of Higher Education concluded a survey indicating that the institutional libraries would need approximately 35 million dollars in addition to regular library acquisition needs in order to comply with the criteria set by the American Library Association. For the purpose of updating all libraries in the Massachusetts institutions of public higher education, special legislative appropriations totaling 9.5 million dollars have been made to the Board of Higher Education during the past five years.

A central purchasing and processing system has been developed at the University of Massachusetts at Amherst at the request of the Board for this project. The University of Massachusetts was selected on the basis of its computer facilities, which are beyond the scope of many other institutional capabilities. Data processing equipment is used to produce catalogues, cards, and labels for each book. The savings to taxpayers thus far have been substantial and represent the processing of over 600,000 volumes.

In order to provide you with a better idea of the actual operation of the project I have taken the liberty of enclosing two reports. One was developed by IBM and discusses automated ordering and other technical aspects of the project; the other is a staff review encompasing the evolution of the project and the participants in the system.

The promise of such an innovative approach goes beyond the reduction of costs and the more efficient use of library resources. The Board of Higher Education's BCL Project, being the first effort at state-wide cooperation and coordination in the library area, could thus have long-term consequences of far greater importance than the immediate end of improving seriously deficient library collections. For during the course of the project, the advantages of cooperative effort can be learned and the techniques for overcoming the difficulties in it can be devised.

If called upon to describe any aspect of the BCL project in further detail, I would be happy to do so.

Sincerely,

Patrick E. McCarthy
Chancellor

PEM:lg

17

17 August 1973

Statement of:

Marcus A. McCorison
Director and Librarian
American Antiquarian Society
185 Salisbury Street
Worcester, Massachusetts 01609
Telephone 617/755-5221

To the National Commission on Libraries and Information Science

Mr. Chairman and Commissioners:

In October 1972 at Washington, as Chairman of the Independent Research Libraries Association, I had the privilege of addressing you. In that statement I suggested the independent research libraries were facing certain problems concerning the raising of capital funds, relations with the Internal Revenue Service, and disabilities under existing federal statutes which grant financial or other assistance to the nation's public and educational libraries.

I am pleased to report that we have in the intervening year made some progress. Although nearly all major foundations have declined to concern themselves with the difficulties of independent research libraries, The Andrew W. Mellon Foundation has proved to be an exception and we hope that other, large foundation leaders will follow the splendid example of Mr. Pusey.

We have made no progress with legislation granting tax exemption by law to the independent research libraries, even though Representative Donald D. Clancy of Cincinnatti has resubmitted a bill (HR 5024) which would grant such an exemption. Interviews with Mr. Mills' staff at the Committee on Ways and Means have not proved helpful. For the first time, some independent research libraries have become eligible for federally sponsored programs of assistance to libraries. For example, the American Antiquarian Society qualified for

a $5000 grant made available under Title IIa of the Higher Education Act to purchase library materials. This is because of our participation in the Worcester Area Cooperating Libraries, a consortium of local academic, public and special libraries --- not because AAS is a library performing a valuable service to the nation through its own programs and clientele.

Also, IRLA has been successful in having placed into the bill reauthorizing the National Foundation on Arts and Humanities an amendment which would make independent research libraries eligible to apply for benefits of the Library Services and Construction Act.

However, my particular purpose in this statement is to call to your attention the particular situation of the American Antiquarian Society and the contributions it makes to the scholarly resources of New England and of the nation.

The American Antiquarian Society is a learned society founded in 1812 in Worcester, Massachusetts. The Society maintains a research library of American history and culture in order to collect, preserve and make available for study the printed record of the United States. AAS is the third oldest historical society in this country, and the first to be national rather than regional in its purpose and in the scope of its collections.

With holdings numbering nearly three million books, pamphlets, broadsides, manuscripts, prints, maps and newspapers, this library preserves the largest specialized collection of printed source material relating to the history, literature and culture of the first 250 years of what is now the United States. It specializes in the American period to 1877, and holds two-thirds of the total pieces known to have been printed in this country between 1640 and 1821,

as well as the most useful source materials and reference works printed since that period. Its files of 18th and 19th century newspapers, numbering three million issues, are the finest anywhere.

These collections serve a a world-wide community of students, teachers, historians, bibliographers, genealogists and authors whose research here directly affects the quality of education through textbooks, biographies, historical novels,newspapers, periodicals, theaters, films and libraries.

In addition to the function of curatorship for others, the library staff is itself productive of scholarship. A few examples of staff work produced at AAS are a history of printing in America, a history and bibliography of American newspapers; a book on Paul Revere's engravings; the editing of the last nine volumes of Sabin's dictionary of books relating to America; the thirteenth volume to Evans's American Bibliography; the Microprint edition of early American imprints; a bibliography of American directories; a bibliography of Vermont imprints; a 1,200 page index of American printed materials; and a twenty-volume dictionary catalogue of the Society's holdings (dated before 1821); and editorship of the Society's Proceedings published semi-annually.

The knowledge of all staff members is constantly available for guiding visiting scholars in the use of the collections, demonstrating again the active scholarly role they play within the field of the Society's interests.

Dr. Willard Thorp of Princeton University wrote that "if the American Antiquarian Society had not come into existence, our knowledge of the origins of this nation would for a long time have been composed of myths and legends. In a sense, the American Antiquarian Society gave us our past."

The Society's library building now contains twenty miles of bookshelves and has been enlarged three times over the past sixty years.

AAS has gathered these collections in order to make them available to those who seek to illuminate the present by a study of the past. Most of it is rare. Hundreds of pieces are known only by the unique copy at AAS. Many are too valuable or fragile for frequent handling. Our task is to preserve these sources in order that the study of man in America may be improved through the presence of the evidence on which historical conclusions are based.

In order to make its collections more readily useful to scholars, AAS has instituted a program of fellowships for visiting researchers. Its experience with the program thus far has been cheering to staff and fellows alike.

A primary responsibility of AAS is to make its material available for study, not only in its reading room, but by the construction of bibliographical tools. Some of these were referred to above. But perhaps the most far-reaching contribution to scholarly work in American history has been the Society's participation with the Readex Microprint Corporation in a project to edit and photograph here at AAS nearly all non-serial material published in this country from 1639 to 1820. This Microprint edition, entitled Early American Imprints, which prints one hundred pages of text upon a single card, has already reprinted in full the texts of over 75,000 titles. These reproductions are available to any library or individual for a sum they might have spent for one rare book. In a similar manner, work here continues on the Early American Newspaper Series in Microprint which will reproduce all American newspapers printed before 1821.

The vast editorial work required by all these publications could

have been done only in this library, and has occupied the greater part of the time of its staff over the past fifty years. This activity now permits research in American history which two decades ago could not have been carried on in in any one library in the world. Through these collections, research projects and publications, the Society is today serving thousands of scholars, whereas a decade ago it could serve only hundreds.

Insight into the problems of the present are to be found in the experience of our past. The American Antiquarian Society, through its staff and collections, is attempting to open wider the avenues of understanding by providing a deeper knowledge of our nation'a history and culture.

The library described above is part of an informal national system of library resources. A grade school library, a high school library, or a public library provides collections and services appropriate to the expectations and needs of its clientele. So, also, does a college library which exists to provide necessary instructional materials for the students of the college and, in some cases, research materials for its faculty. At the end of this scale is the independent research library which exists to provide research materials for persons who have developed their skills in research by exercising them in undergraduate courses or through practice elsewhere. Normally, these libraries do not accept as their primary function the training of students. Public libraries and schools, with financial support derived from public taxation are far more able to perform that task than a library with limited space, with limited funds for staff, and with an irreplaceable collection. Similarly, a college with endowment or

or support from public taxation, as well as benefitting from federally funded programs, and with an alumni body as a source of annual income should support through its library, the courses it offers its students. If it cannot, the college should not offer the course. Just as in the nation's hierarchy of education there are institutions which specialize in certain kinds of knowledge or which supply the needs of certain types of students, so there should be in the nation'a system of libraries, some which supply specialized services to readers with advanced levels of ability and sophistication in the handling and use of rare materials; materials which are usually the source of new or reinterpeted knowledge. Such knowledge reaches the public through currently published books in bookstores or at public libraries.

In New England, with a confined geographical base, with a tradition of privately endowed institutions, and with old and highly developed library facilities, the specialized functions of libraries are perhaps more apparent than in other areas of the nation. The problems of library service in New England are far different from those found in Wyoming and Montana. I trust that any national plan which the Commission recommends will make an effort to recognize varying needs of different kinds of libraries as well as the traditions and needs of various regions of the country.

The needs of AAS lie in the area of permanent capital funds. The National Endowment for the Humanities has been extraordinarily sensitive to our problems and has provided generous support for certain projects which aid us in exploiting our collections. Foundations have given money for fellowships which bring readers to the library for extended periods of research. This is an excellent development. However, I should point out that increased use and projects of exploitation demand

increased costs for staff, for building, for acquisitions, for conservation, etc. Some means must be found which will allow AAS to increase its capital funds so that we can pay our bills for better staff salaries and more professional personnel; for sophisticated cataloguing procedures; for increased acquisitions; for means of safeguarding the collections against climate, thieves, and increased usage. In short, I ask the Commission to consider the problem of long-term, financial health of independent research libraries. We can mount temporary and contemporary programs or projects which make us relevant. But, if we spend our energy, time, and resources on contemporary problems, thus slighting long-term needs and planning, we will have no tomorrow.

Even so, AAS should and wants to conduct certain new programs for the public --- lectures, adult education courses, programs of early American music. Where would these be held? Who would plan and supervise them? Where would the money come from to pay for more space and staff?

I close this statement in the same manner that I did a year ago: "The issue can be put in the most direct terms: if independent research libraries are valuable and even central to the future of the humanities in the United States, as the American Antiquarian Society believes, their various problems cannot be ignored and their needs must be met. The stewards of these institutions of learning are committed not only to the survival of them but to enlarging the role of independent research libraries as the means of enriching our cultural life. We invite the National Commission to join us in this effort.

STATEMENT TO
THE NATIONAL COMMISSION ON LIBRARIES
AND INFORMATION SCIENCE

Mary A. McKenzie
Director
Connecticut College Library

Thank you for inviting me to submit written testimony for the National Commission to consider before its regional hearing in Boston. The Commission has a tremendous potential for leadership in formulating a proposal for rational library development in this country, and I hope that the grass-roots opinion you receive at your regional hearings are helpful to you in fulfilling your charge.

Since each of the six topics suggested in your letter of July 10 and of the seven questions listed in one of the enclosures would deserve a lengthy treatise for adequate coverage, I will try to confine my comments to those issues in which I have a special interest. They necessarily stem from my personal experience, observations, and study. Although I surmise that I received your invitation on the basis of my position as President of the New England Library Association, I have not had an opportunity to canvas the members of the NELA Board and Council and therefore cannot claim to speak for them.

Having served on the staff of the Library of Congress for eighteen years, as a member of the Board of the New England Library Association for three years, and as one of the "Target '76" Committee which has been engaged for the last two years in developing a statewide plan for library services in Connecticut, I am keenly aware of the need for a comprehensive system which would encompass and coordinate services at the national, regional, and state levels. In this connection, I would question the assumption which seems to underlie your second question, "Are there inequities present in today's system?"

As far as I have been able to discern, "today's system" is largely nonexistent. The situation as it exists today is indeed marked by inequities. At last accounting in Connecticut, for example, local support for public libraries ranged from 26¢ to $14 per capita, a condition which probably cannot be corrected as long as libraries have to depend upon towns rather than states for their primary support and which is only exacerbated by revenue sharing. Similar discrepancies are to be found within other states and in a comparison among states. From the numerous consortia which have developed in various areas, the smaller, poorer libraries usually cannot benefit, and no overall direction exists to tie the consortia together or to enable them to extend their coverage. Even in a region as small as New England, a number of intrastate and interstate cooperative arrangements have been formed without coordination or pattern.

If there were a pattern, should it begin at the bottom and build upward or at the top and extend downward? As a member of the Connecticut State Library Advisory Council considering expenditures under the Library Services and Construction Act, I welcomed the requirement that each state devise a plan for library service to qualify for funds. Notwithstanding the fact that the Federal guidelines were much too complex and the review of the plans obviously superficial, the insistence upon a state plan was a step toward national planning. It was not, in my view, the best first step, however. Even if funds for libraries were restored to the Federal budget and the state plans made operable, they would not obviate the need for a nationwide plan into which regional and state programs should fit.

State boundaries and town lines are arbitrary and often serve as deterrents to cooperation. The more successful cooperative entities, e.g., the Ohio College Library Center (OCLC) and the New England Library Information Network (NELINET), are regional in scope. Together, they might form major links in a national network, and states would plan their local services more rationally to take advantage of the available outside services. In New England, the recently established (but not yet operational) New England Library Board (NELB) might appropriately become the administrative unit responsible for directing activities in this area according to a national plan. As you may know, the NELB, initiated by the Regional Planning Committee of the New England Library Association, was set up under the New England Interstate Library Compact to carry out regional programs involving all types of libraries. Its Panel of Counsellors, advisory to the Compact Administrators, represents a wide spectrum of library and citizen interests.

It is for the purpose of designing a national network that I believe new Federal legislation and funding are most needed. The prospective advantages which would accrue from such a network should compel the government to undertake its establishment. It would reduce the duplication of effort and costs involved in creating independent systems and would ensure compatibility among subsystems. It would provide a framework within which research funds could be distributed more meaningfully. It would assure a more equitable and effective use of working funds. Above all, it would bring more services to a greater number of libraries and thus to a greater number of users. The availability of new services, such as lending banks, information retrieval centers, and complete cataloging data, should serve as an impetus to states to develop plans which would complement the national system. Incentives in the form of matching grants and other advantages should be used to induce state action. In this process, state funding of public libraries should be concretely encouraged.

If a workable integrated information system, broadly incorporating all the levels and varieties of library services, were to be created, it would logically have at its apex the Library of Congress, with the national technical libraries--the National Library of Medicine and the National Agricultural Library--continuing to cooperate with LC in their

special fields. Unless the Library of Congress receives Federal support and the authority to carry out in full its mission as the national library, a nationwide plan for comprehensive library service will almost certainly not become a reality. Much of the progress which has been made thus far by independent networks such as NELINET and OCLC rests on LC's development of the National Program for Acquisition and Cataloging (NPAC) and its distribution of MARC tapes. The most economical means to assure future progress in these and other areas would be to authorize LC to expand its centralized services. They would need to be supplemented by regional resource centers--conceivably consisting of other members of the Association of Research Libraries--regional networks such as OCLC, and a limited number of periodical lending banks.

In a national system, it seems to me that responsibility for ensuring definitive or comprehensive collections in designated subject fields might be assumed insofar as possible by the regional resource centers with appropriate Federal aid. From the standpoint of scholarship, such a national plan for coordinated acquisition is highly desirable. Much attention has already been given to it through the Farmington Plan and ARL. This priority of service to scholars, while paramount from the point of view of the perpetuation of learning and culture, should not overshadow the critical need to develop services on the local level to try to reach the unserved and the inadequately served. Indeed, the lower echelons of actual and potential library users are those presenting the most rigorous challenge to librarians as information dispensers.

In the last few years, a great deal of interest and concern in "outreach" has been shown throughout the country, including New England. Impetus was provided here by the Outreach Leadership Network, conducted in 1971-72 with funds from the U. S. Office of Education. Out of that effort to develop leaders of programs to work with the unserved, a group known as the New England Outreach Network was organized as a section of the New England Library Association. Through workshops and training sessions, an increasing number of librarians are engaging in outreach programs or at least developing needed skills to do so. It is through state plans, supported by Federal funds, that real headway can be made in this area. Provision for reaching the unserved should be included in any comprehensive plan for library and information service to the nation. It would be a mistake, however, to consider social programs and scholarly programs as an either/or dichotomy. Both are essential if we are to meet the information needs of all the people of the United States.

August 24, 1973

Michael W. Mello
Director of Instructional Technology
Portsmouth School Department
Portsmouth, Rhode Island

Meeting the basic educational needs of tomorrow's citizens requires a new approach for information gathering and dissemination. Our Nation's schools have neither the financial resources or manpower to effectively and efficiently achieve this.

How can we get the most out of what man has written, or said, or photographed, etc.? Man has the technology to change the potential energy of this mass of knowledge into the kinetic energy of active learning. The computer must serve as the very heart of a totally interconnected nationwide library service.

Each citizen should have knowledge of and access to this information network and, I feel, it is the federal government's responsibility to develop this national network.

In Rhode Island a good first step has been made which will allow the State to easily interface with the system I am suggesting. The program serves the public through regional interrelated libraries. Unfortunately, the limited resources of the State precluded their providing services to public schools except on an individual basis to local public libraries.

All repositories of information, public and private, must be tied in on this automated system. Services must also be provided on a free basis to those living in rural areas most probably through the United States Postal Service. It should be an American dream to provide equal educational opportunities for all.

The Commission can recommend a system which will truly meet this goal, as we educators are totally unable to achieve it. All too often special groups are considered for special attention. This approach has not produced results proportionately to the investment. We can only achieve our goal by providing services to all on a non discriminating basis. If the Commission is user-oriented then it should consider the entire American people as users or potential users and not spend a great deal of time and money working with special groups.

With regard to adequacy of current library services I believe that we are doing well with current resources. School resource programs have greatly benefited from federal funding under the NDEA and ESEA acts. The problem is to improve the efficiency and effectiveness of present resource and information services. Total automation is, I believe, the only answer.

There are definite organizational patterns that hinder information services. The dichotomy between public libraries and school libraries in Rhode Island is unfortunate especially where each offers similar services which could compliment each other.

I have always been amazed to see public libraries erected in towns where school libraries already exist without any thought on the possibility of working together with public funds. Why can't a public library be built onto a school, combining resources, providing separate spaces for school versus public functions, remaining open more hours, sharing staff, etc.? It is obvious that school libraries are not efficient in the total information process because they are open for less than half the calendar year for only half the usable hours. "Public Libraries" and "Public School Libraries" should be forced to coperate fully in all phases of organization and service.

Funding, your fourth priority, is an area which I will not dwell on. Adequate funding is of course necessary but the Commission should recommend funding which will foster cooperative,

efficient and more effective programs. If criteria were written so as to demand total cooperation by requesting agencies before the award of funds, the user will benefit from more efficient and effective library and informational services.

In summation as an educator responsible for the total resource program of a school system I believe that the federal government is responsible for providing a program which will produce fully automated library and information services for every American. Funds for planning the nationwide program and for implementing the interconnecting network should be 100% federally funded. A matching grant program with States should be developed but the State must meet the requirements of cooperative services and achievement of the goal of equal opportunity.

R.F.D. #1, Box 26
Chester, Mass. 01011

July 17, 1973

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt,

I am responding to your letter of July 2, requesting written testimony for the forthcoming New England regional hearing, October 3.

I am a free-lance writer, requiring considerable research material, particularly in history and the sciences, and I live in a remote rural area of Western Massachusetts. I am therefore a frequent and regular user of all sorts of library facilities, and I will testify from that point of view.

As I begin a project, and gradually construct a bibliography, my first move is to the largest public library in the area, where I have full borrowing priviledges - the Berkshire Athenaeum in Pittsfield. Having exhausted this(which often doesn't take very long), I then go to Smith College, where I have stack priviledges, and Williams College, where I have borrowing priviledges - in both cases, these priviledges were extended to me by the librarian, each of whom knows me to be a sincere and reliable researcher.

I should point out that, up to this point, I have had the expense and inconvenience of local travel - but that it is worth while, as it leads in all cases to the priviledge of full access to the stacks. I'm sure most researchers will agree, this is an enormous time-saver, and a priviledge not enjoyed at such large institutions as the New York Public and the Library of Congress.

My next step in the search for books is the Interlibrary Loan System. I originally gained access to this through the county bookmobile, which is agent for the system, and makes a regular stop, every six weeks or so, at our house. However,

I found I could save a step by placing my requests directly with the regional office, in Northampton, and this is now my practice.

For those books still remaining on my bibliography, unavailable through any of the above, I must finally make a trip to Boston, New York or Washington, and this is often a major expense.

On the face of it, the above system would perhaps not seem to bad. It might appear that I am receiving all the cooperation that might reasonably be expected, from both public and private agencies. However, there are some hitches, and they are principally in the interlibrary loan system. This is in no way to be construed as a criticism of the personnel with whom I have been dealing; it seems, from my vantage point, that the system itself breaks down.

Requests often take an inordinate amount of time to be filled - six or eight months is not unusual. And many books that I know should be available in the area - at such places as Harvard or the Boston Public - are simply never produced.

Although they do fairly well with regional libraries, in the western part of the state, there seems to be a resistence, or extraordinary delays, in getting anything from eastern Massachusetts, where the great wealth of books is located. And never have they managed to go outside the state for a book. All of which places a burden upon the final and most expensive phase of my research: trips to Boston, New York or Washington.

It should be clear by now that I wish to place my emphasis on the need for an improved interlocking network of libraries, both statewide and national. Ideally, I should be able to key into this system from any point in the United States, with my request fanning out, first starting at the local, then the regional, then the area, then the state, and finally the national. Always the request should travel from the local outward, and from the smaller library to the larger, so that great research facilities, such as the Library of Congress, would not be drained by requests that could be filled closer to home. However, if a book is proven unavailable elsewhere, and is not in the Rare Book Room, the Library of Congress should provide it.

A smooth-functioning nationwide loan system, such as the above, would be an extraordinary time- and money-saver to me. With the stack priviledges that I now enjoy locally, plus nationwide access to almost anything else, I would truly have no complaints.

However such an improvement might be funded, it is clear that the planning and administration should be at the federal level, so that the system would work uniformly from one state to another.

I want to thank you for this opportunity to submit testimony, and hope that my remarks haven't been too ideosyncratic to be of use.

Sincerely yours,

Paul Metcalf

Paul Metcalf

SAINT HELENA'S CHAPEL
NEW LENOX ROAD
LENOX, MASSACHUSETTS 01240

THE REVEREND HAL I. MEYERS, S.S.C.

September 3,1973

National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I am glad to respond to your letter of 2 July 1973 requestiing written testimony concerning local and regional problems for the Commission's consideration under Public Law 91-345.

I would like to address myself to two areas that are of particular importance in Western Massachusetts. Namely priorities for service and means and methods of providing service in sparsely populated areas.

Priorities for Service Faced with an ever increasing number of nursing homes for the elderly and chronicly ill there is a great need for two additional Bookmobiles and attendent personal/supplies to provide reading material for these people. I would hope that the Commission would be sensitive to the fact that many of these people were professional people in earlier years as well as average folk who for years depended upon libraries to fill their needs. Today, confined away from access to fixed base libraries, the Bookmobile provides the one and only chance for them to continue individual meaningful contact with the outside world. I know from personal experience in a regular ministry to these people that their minds remain active and to deprive them of reading material increases mental depression often aggravating physical ailments.

Clergy and physicians located in western Massachusetts often have need of new and technical materials not now generally available. In the smaller towns where there is no library the Bookmobile supplies these needs. Not only does the Bookmobile personal secure material on interlibrary loan but will make extra stops to deliver needed material or mail it to the person. This fine effort cannot obsecure the need for additional facilites at the Regional Library Center in Pittsfield, a center from which some twenty seperate areas are served. In addition to books there should be some facility where by manucripts from universities could be transmitted directly to the center for distribution to those professional persons who supply specialized services to the community in general. Included in this would be members of the teaching profession, fire departments, rescue squads as well as physicaians and clergy of all faiths.

Means and Methods of Providing Service in Sparsely Populated Areas . With limited funds available, adverse weather conditions and crowded schedules the traditional fixed base "Town Library" cannot meet the needs of people in these areas. Combined with the growing percentage of older folks the utilization of mobile libraries has increased in importance. For school children in small libraryless schools as well as three or four homes in a cluster the Bookmobile operating from a well equiped multi-media Regional Center brings the kind of individualized opportunity traditionally denied these people by the Town Library concept. In Western Massachusetts the Bookmobile is often the first step to motivate people to seek out a fixed base operation some miles away. Therefore funds for the Bookmobile will in turn increase the useage of such fixed base operations as now exist.

I believe that the traditional fixed base library should moved as radidly as possible into the micro-film storage and retreaval systems. This would eliminate the need for physical expansion, which is costly, and the money thus saved could than be put into obtaining material for the patrons. In this way technical and specialized material could be found in rural areas not presently able to store the volume these materials take up. Needless to say, the benefits of having the Bookmobile constructed to handle these materials is easily seen. The additional opportunity to stimulate the minds of all the partons though the use of micro-film techniques should not be over look. It is a tragedy to waste minds wherever they may be found.

I extend my sincere thanks to the Commission for allowing me to submit this material. I hope that your hearings will prove to be successful for all who are concerned about the library system of the United States. May God bless you all.

Respectfully submitted,

Hal I. Meyers S.S.C.

(The Rev.) Hal I. Meyers S.S.C.

28 Meadowbrook Drive
Barrington, Rhode Island 02806
August 23, 1973

National Commission on Libraries and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Attention: Mr. Frederick H. Burkhardt, Chairman

Dear Mr. Chairman:

I would like to thank you for the opportunity to present my opinion on the future of libraries in the United States.

I shall try to convey to you my feelings not only as a trustee of a library of a town of 19,000 people in the State of Rhode Island, but as the president of the Rhode Island Library Trustee Association and a member of the Panel of Councillors of the New England Library Board.

Libraries are no longer just depositories of books and periodicals but have become media centers. The centers are not only used by children and students but are widely used by adults for the purpose of continued enlightment and continued education. Our nation, since the second World War has become, rightfully so, obsessed with the idea that all citizens become as well educated as their abilities and desires allow them to be.

We have promoted through our public and private school systems the idea that an adult does not end his or her education by merely receiving a high school or college degree.

Our society has progressed to the point that technologically and philosophically it is impossible for the adult mind to continue to exist productively today without being stimulated outside of the customary educational institutions. I am referring not only to the citizen who has a PhD or a professional degree but also the tradesmen, who must keep up continually with his trade at a high level of knowledge to understand the new systems that are being introduced to his trade continually. We have even a greater need to consider than that of the man or woman who has to earn a living. We have the need of the citizen who in order to make the judgements that a democratic society requires of him or her must be able to understand what is happening to that society and what is the best approach that he or she will take in the future toward that society. We have the citizen who want of another word is

called the underprivileged citizen, who for a variety of reasons must leave formal education prior to the time that his abilities would allow him to progress.

No American citizen, unless he is at the extreme wealthy end of the spectrum can afford to purchase all the various means available for him to educate himself in such a way to keep up with the needs I have mentioned earlier. I therefore find that our libraries have to be media centers of today and of the future. Only within the community whether it is the city or town, the state, or the federal government is there adequare financial and knowledgable resources available to accomplish this task.

I find myself in the fortunate position of being a library trustee of a Regional Library Center that was set up under the general laws of the State of Rhode Island in 1967, which created in the state five inter-related library systems which include various types of libraries and geographically covers the state. This system has progressed successfully since 1967 in a state of less than a million people in a small geographical area. Though people might think that a state the size of Rhode Island would have tremendous similarities in population, this is not the case. I would say that Rhode Island like most of the northeastern part of the United States, with its high consentration of population, has within its boundaries those people who are highly motivated, people who show no motivation whatsoever, the extreme wealth, the extreme poor, towns and cities in some cases are made up of high income levels and with highly educated group of people. In other towns and cities you will find a consentration of low educational level and low income level.

Therefore, bringing together all types of citizens in our society under a network of inter-related libraries is not an easy task even in a state such as Rhode Island. But because each of the five regions are made up of a variety of different types of people, this system has been relatively successful. The wealthier cities and towns with the higher educational group have been able not only to supply materials and information through the system, but in fact have been able to gather for themselves information. I recommend that networks of this type should be available for all states.

The state of Rhode Island is far from being perfect and without future planning the network could definitely fall apart. It takes continual effort of the Department of State Library Services, the Regional Library Coordinators and the Board of Trustees of Libraries in these regions for it to continue to exist. As trustees of a regional library, we find that it becomes very important for us to remember that we are not only making decisions for our own town with its own unique problems, but many of our decisions can reflect on the services

in the whole region.

I would like to see even a greater exchange of library information among trustees, librarians, and library users in our state and to go further in our nation. The New England Library Board is striving to improve communications among the states of New England so that there can be information and materials flowing across the borders of our states. It is my feeling that this type of network that starts among the local libraries of a state, such as Rhode Island and expands to a region of the United States in the works of an organization such as the New England Library Board, should be expanded further into a national network of media centers, the hub of which would hopefully be the vast resources of the Library of Congress.

If Rhode Island is any example, Library Trustees range from keen, knowledgeable, dedicated and active people to deadwood who have taken the job for reasons of tradition or prestige. Still there are literally thousands of citizens performing in this role who offer the Commission a ready source for information. These citizens by the nature of being present and communicating in their local towns and cities have their finger on the pulse of the many different communities that make up our own nation. Therefore, it is important that the trustee still formulate present and future library policies in the United States. It is extremely important that you, as a National Commission, find out what these trustees are doing so that you can have the sensitivity which is needed to understand the different communities that make up the citizenry of the 200 million people that we call the United States.

Even though the national and state governments are important for the funding of libraries, the prime source of finance and moral support comes from the local communities. The library trustee not only represents these local communities but are in a position of creating and promoting the services needed in a community. The Board of Trustees again, are the only means of coordinating the activities of the local library with the activities of the local government and local educational institutions. These many thousands of trustees because of their vital interest in libraries, are receptive to new ideas to improve their local and national situation. Therefore, I think it is important for the National Commission on Libraries and Information Science, not only to gather information from these sources but dispense information through them.

In order to accomplish in the next decade all that needs to be done to make knowledge and information available to all citizens who require it, there will have to be a tone of planning not only on the state level but the national level. If Rhode Island and New England are like any other parts of the United States I think we can see that the availability of federal funds have stimulated to a great degree the use of state and local funds to improve libraries in this past decade. It should therefore be an aim of the Commission to see that federal funds continue to flow to local communities.

Finally, I think in order to focus attention on the problems of our libraries in the United States, the Commission should strongly endorse the resolution requesting the President to call a White House conference on Library and Information Services in 1976.

Please do not hesitate to call upon me for any further information written or oral.

Very truly yours,

Donald E. Miller

DONALD E. MILLER

JONATHAN BOURNE PUBLIC LIBRARY

30 Keene Street

BOURNE, MASSACHUSETTS

02532

August 20, 1973

Testimony submitted by Leslie A. Morrissey
Homebound Services Librarian
Jonathan Bourne Public Library

Topic: Priorities for service. Development of service to the unserved vis-a-vis those who need access to definitive or comprehensive collections.

The Library of Congress, Division of the Blind and Handicapped has excellent free services available to a special group of disabled library users. However, there seems to be a large number of potential users who could benefit greatly from these services, yet who are unaware of how to obtain them or even that these services exist. Large urban and regional libraries may have easy access to talking books, machines, cassettes, and cassette players, but what of the small local and rural libraries in outlying communities and the patrons they serve? What of the hospital staff, medical librarians, school personnel, and social workers who could seek and easily identify qualified potential users for local librarians and the librarians who could then, in turn, see that these users are made aware of and urged to take part in this excellent program offered free of charge by the Division of the Blind and Handicapped.

While workshops and conferences have been held, they seem to be sporadic. Many of these seem to deal with problems encountered by state and regional librarians on an operational level. While these conferences have proven to be excellent and necessary, few are held to inform the local librarians of what services are available, how and where to obtain these services, and how to identify and serve potential users.

Cooperative planning and communication on the national, state, regional, and local levels could remedy this situation with the result that many who are currently unserved could be identified and educated about services available from the Division. Workshops could be developed according to a plan which is coordinated at a national level to reach

large numbers of people in easily accessible and defined areas. The workshops would inform interested parties on what services are available. Regional heads would inform those attending how to obtain those services and from which agencies, and local librarians with experience in this field could inform the gathering how to identify and reach those potential users, and how to approach those specific problems encountered when dealing with the blind and handicapped on a personal basis.

Invited to these workshops should be, not only librarians who would see that materials for the blind and handicapped are distributed, but also school personnel, hospital staff members, medical librarians, nursing home administrators, and social workers who would have a definite interest in these services and who could expand the list of potential users. Strictly on a local level, librarians could be asked to give in-service workshops to hospital and nursing home staff members in their area on free library services available to the disabled from the local library.

To serve the public effectively and comprehensively, local librarians must not be allowed to sit back giving service only to those who are able to walk into their library. They must be urged to reach out to meet the needs of those requiring specialized materials; the deaf, the mentally retarded, the non-English speaking, as well as the blind and the handicapped. They must be made to feel comfortable when dealing with those requiring special services, so that obtaining these materials will be as familiar a routine with them as checking out or ordering a new book. For in these services, the investment is time, rather than a great deal of money.

Aboard the "Glide"
Off the Maine Coast
13 August 1973

Frederick H Burkhardt, Chairman
National Commission on Libraries and Information Science
1717 K Street, N W Suite 601
Washington, D.C 20036

Dear Mr. Burkhardt:

Because of the personal conditions under which I make these comments, they necessarily are very informal, and I make apologies. I did want to respond to your invitation, however, to speak on library matters even tho I have received it and must reply to it while on an extended sail-cruise off the coast of northern Maine. Needless to say - I have neither references nor typewriter aboard our sailboat, but I do appreciate an opportunity to touch upon matters of library service to children which seem important to me.

First I want to express appreciation as a citizen and as a librarian for the Commission's thorough investigation of library issues and for the effort being expended on this important study.

I am the Director of Library Services for the Public Schools of Brookline, Massachusetts. As such, I am working in a library-minded community in close proximity to other urban communities which attach varying degrees of importance to libraries. Although Brookline makes major commitments to its libraries, it suffers for every lack of commitment anywhere within the State. We thereby are deprived, correspondingly, of many possible ways

to exchange and expand services. I mention this because I wish to make it clear that even those who have excellent library service when compared with surrounding communities, could derive much benefit from more uniform funding and commitment and from more effective library networks.

I am a school librarian, but I have devoted my extra curricular energies to the improvement of library service to children regardless of the type of institution rendering the service. Presently I am serving as president of the Children's Services Division of the American Library Association. Although I am writing to you as an individual librarian and not as the representative of any institution or professional group, my affiliations will give some indication of my biases.

Several assumptions underlie the direction of planning services for children which I would advocate:

1. Childhood is common to all citizens, and parenthood is common to most
2. Childhood is the major learning period
3. Adults, especially parents, are responsible for transmitting their cultural heritage to the young
4. Libraries are the depositories of our national heritage
5. American society is rooted in the belief that free speech and free access to information are basic to the well-being of that society

6. Culture and information are transmitted through many modes. Libraries of the future, through advances in technology, can collect, store, and distribute or circulate more recorded messages in a greater variety of formats than in the past.

7. Generally speaking, existing library resources for children are grossly inadequate when viewed in terms of recent knowledge of how learning takes place and the potential use of varied materials in the learning process

8 The demarcation between school and community, for educational purposes, is fading. Still the school will remain an important institution in each community and will probably serve larger sectors of the community in new ways.

9 Public schooling will extend to the pre school years. Effective pre school education will focus on the education of the parent as much as on that of the young child.

10. Education for parenthood will be incorporated as part of the secondary school program as will vocational training for work with the very young child.

11. Libraries will try to minimize time spent on organization and to maximize time spent on relating users to library materials.

Children comprise a special user group of library services. Some of their needs are known. Others will be identified only as a result of an earnest exchange between students of childhood and organizers of information. So far as I know there has never been a structured dialogue between librarians and child specialists. Such a meeting seems an essential starting point for the planning of library services for children.

The needs of children which are known relate mostly to their lack of physical and intellectual maturity and a consequent state of dependence. Children must rely on adults for access to library services. Service to children, then, necessitates appropriate education for the adults who work with children — parents, educators, librarians, social workers, etc. Currently, each of these groups is working with and for children in a somewhat insular manner. It is essential that they work in unison. This kind of cooperation and coordination is now more important than inter-library cooperation, although inter-library cooperation is very important. Childrens needs for library service are rooted in family and community life and values. Those needs must be generally understood, and the demand to fill them must come from the community. Libraries can be influential in defining needs and steps to meet them, but ultimately it is the community which empowers the libraries.

Parent education and library service to parents of very young children could be a major area for library development in the near future. In planning for total library service within any community, parent education and service to parents or parent surrogates should receive high priority. Community information should be included in tandem with the more traditional collections of informational and recreational materials.

Today's library services for children are oriented toward the highly literate, verbal child without in any way minimizing the value of current emphasis on children's books and children's literature, much study is needed to determine the significance of the visual, the aural, and the manipulative in child development. The impact and the relationship of the non-verbal modes of communication prior to and during the development of reading and language skills are not fully understood but are recognized as being important. We do know that, whereas some adults are themselves limited in reading ability, almost all can derive meaning from the oral and the visual so as to share the message content with the young. We know, too, that library collections must offer breadth and variety in media and content to meet the learning and aesthetic requests of a pluralistic society. For the children of this pluralistic society to be served, we must know as much about

the capacities and the communication skills of the adults as we do those of the children. For it is through the adults that the children are served.

Given physical proximity to library services, the child can gain access with more and more independence as he develops the concepts and the skills which enable him to handle sequence, classification, indicators of location, chronology, and verbal relationships. The ability to deal with verbal relationships is one of the more complex intellectual skills, and yet it is necessary for the use of indexes (including the library card catalog). Until a child has gained a considerable degree of intellectual maturity — about twelve to fourteen years of age — he needs constant assistance from library specialists in order for him to have full access to organized library collections. The library specialist, moreover, should be as knowledgeable about child development and the learning process as he is about library collections, their content, and organization. Educational training for library service to children should stress child development and learning theory. Currently, this is not the case.

As long as we have compulsory education and the public school is part of every community, library service to children could be funneled through this institution. We have not explored fully the possibilities for uniting libraries and schools.

Indeed, we have limited our thinking along this line with local, institutional, and professional politics traditions, and jealousies. Very few networks incorporate schools, yet the school is in contact with more community members and is physically accessible to more community members than almost any other local institution. As an example, the regional libraries in Massachusetts might greatly extend the public served, if the network could accommodate terminals in the schools. As it is now, the schools have no way of linking to the regional systems. The implementation of such network expansion would, of course, require funding, planning, collection development, distribution systems, and personnel development all of which seem to be beyond even the power and the ability of the State. Requirements for federal assistance could encourage the kind of service extension which now appears very unlikely in the forseeable future.

Because today's child spends as much time with television and radio, we should find some way to provide public programming for children. Through such programming, every child could be consistently exposed to our song, story, theatre, dance, and film heritage. The implications for library involvement in such programming are exciting, especially because the resources already are available in our libraries. The programming over mass media could direct the audience to local library or educational facilities

where the individual could pursue an interest around through mass media on a personal or small group basis. Mass media could provide national library services for all children.

When one considers the possibilities of national library services for children, this suggests that collections of childrens materials should be similarly organized everywhere. This is a real and a simple possibility. Because the Library of Congress has had the foresight to include children's books in its Cataloging-in-Publication program. The extension of the concept of cataloging in source to nonprint materials will be highly beneficial to all collections of childrens materials. It seems perfectly logical for the Library of Congress to serve as our national cataloger. It is in an excellent position to do so.

We might, in fact, use the Cataloging-in-Publication program as a good example of how service to children could be viewed relative to service to all users. When the C-I-P program was in its early planning stages, children's librarians and the Library of Congress were engaged in an active dialogue. Thanks to this dialogue, the Library of Congress was helped to see children as a major user group right from the start. Consequently, childrens needs were balanced with those of other user groups as the program was implemented. This kind of consideration and respect for

children is exemplary, yet it seems as much a matter of attitude as anything else.

Virtually every library development has implications for service to children. In all aspects of library planning, children should be considered for the major user group they are. Given such consideration and given concerned adults endeavoring to find out about childrens learning needs and the ways of fulfilling them, surely the childhood of our society will be well served by our libraries. The entire nation must benefit from the Commission giving due attention to library services for all children.

It has been my privilege to share a few thoughts about library service to children. I appreciate this opportunity, and I shall understand if the informality of this communication excludes it from distribution to the whole Commission.

With appreciation and sincere good wishes,

Priscilla L. Moulton

Professional address:
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Public Schools of Brookline
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Brookline, Mass. 02146

STATE OF VERMONT

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Department of Libraries

111 STATE STREET

MONTPELIER, VERMONT 05602

August 22, 1973

National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D. C. 20036

Gentlemen:

You will find attached the testimony which the Vermont Department of Libraries wishes to submit for the New England Regional Hearing scheduled to be held October 3rd of this year. This deals mainly with your topic #4 - service to sparsely settled rural areas.

We have also included some notes in response to the Committee questions on national networking which were included with your invitation to testify.

Although we are in the midst of an administrative change and cannot tell at this time who might be sent to the hearings, undoubtedly one of our staff members will be there, and will be glad to answer Commission questions should you so desire.

We appreciate this opportunity to express our views on some problems in the library field, and will be glad to cooperate in any way we can in planning and action toward a resolution of those problems.

Sincerely,

Kathryn R. Nelson

Kathryn R. Nelson
State Librarian

KRN:bgg
Attach.

VERMONT DEPARTMENT OF LIBRARIES

How glad we are that you have been commissioned to study the problems besetting the library field and to bring together the comments and suggestions of professionals, users, and non-users in order to create a viable plan for future services. We've been "just growin'" too long - scarce financial resources and burgeoning information materials and demands mandate the pulling together of libraries and other information centers into a cooperative network which will share resources of materials, staff, and space to the advantage of the user. We welcome the opportunity to add our comments to those of others concerned with the reasoned development of information services. This statement represents the thinking of several professionals in our agency, and is focused upon your topic number four - means and methods of providing service in sparsely populated rural areas.

Our primary concern as a state agency serving a rural population (largest city 38,633) is to assure adequate service to people living on farms or in small hamlets whose nearest library is within ten miles but open only a few hours per week. These Vermonters have the American citizen's need for information helpful in the business of daily living - health, housing, earning a livelihood, recreation - as well as the more general needs for self-education, conversance with public affairs, etc. However, their inadequately supported small town libraries are rarely equipped with staff or materials to function beyond the scope of recreational reading centers.

We see our state agency function as the provision of a system which will enable every Vermont citizen to obtain the information s(he) needs, and to this end have set up a network in which local libraries or individuals go to the larger regional libraries operated by our department; if the information cannot be supplied at that level, the regional library transmits the request by teletype to the central reference office which locates the material through the

Vermont Union Catalog or other suitable bibliographic tools and arranges to have it sent to the local library or individual originating the request.

Though we have considered the alternative of an In-WATS line directly to Reference (à la South Central Kansas Library System's Dial-A-Book) such an operation would not fit in with our theory that the local library with a knowledgeable staff is the point at which viable contacts between the user and the library network occur. This mandates an on-going in-service training program by our department to prepare library personnel to take all positive steps possible to fill clients' needs, utilizing all the materials, media, services and assistance available to them.

Fortunately, our few small cities usually have a library which is open reasonable hours and staffed by professionals or well-trained non-professionals who know how to progress through the chain of cooperation to fill borrower needs for materials they don't own, using a rapid interlibrary loan system facilitated by a Vermont Union Catalog which records most of the non-fiction holdings in the state, and a teletype network for rapid response. We are particularly fortunate here in that most of our academic libraries participate in the TWX network, making their resources available without reservation to other libraries in Vermont.

Local librarians (public, school, church, special) are encouraged to visit the regional libraries and select loan collections to supplement their own holdings, guided by their knowledge of the needs of their clientele. These books are delivered on a regular schedule, and any previous loans picked up at the same time.

In addition to the network and back-up services described above, the user has direct access by mail to a revolving, selected, balanced collection under a program which we call Vermont Bookfetch whereby the individual orders desired books or tapes from a quarterly catalog in an illustrated newssheet format which is distributed by mail throughout rural Vermont. Materials so

ordered are sent directly to the borrower by mail, and returned in the same way. Only materials listed in each catalog are available through this program, and the users are encouraged to contact their local public libraries (whose phone numbers and open hours are listed on the cover of the catalog) and thus go through the regular channels to secure other materials.

Vermont, in common with many other rural states, is losing the community focus in its sparsely settled rural areas, since many of its people travel to the cities for their shopping, entertainment, and education. The church and the library are often the remaining cohesive forces in the community, pulling people together as neighbors and as known personalities. How unfortunate it would be to lose this desirable aspect of country life in the name of efficiency! Training the local volunteers to become adept at refining the reference request and passing it along the chain should be most useful in the long run, and the library can continue to function as a community center where people can meet together to exchange ideas.

Reaching the unserved in rural Vermont is no easier than in the inner city, at least by the conventional means of exercises for the youngsters in the school library and printed notices in the newspapers concerning library hours and new books received. New methods need to be tried, and since there is rarely enough staff to go out and beat the bushes, why not try the oldest medium - word of mouth - as well as some of the newer media. The radio is ubiquitous today - in kitchens, barns, cars, pool halls, walking down the streets in people's hands or around their necks. Why not reach our non-readers through public service promos on their favorite mass medium (see Aardvark addenda from Iowa). Another useful approach would be contacting other human service agencies with offers of assistance with their professional problems as well as descriptions of reader services for them to pass along to their clients. Or how about setting up film loops or automatic slide-tape presentations of good library services at places where people queue up in a short, enforced wait - the bank, cafeterias,

the post office, etc.? Many avenues need to be tried, but good service which results in word-of-mouth recommendations will always be an effective way of reaching new users.

Even in rural areas, both with their relative lack of sophistication and an influx of urban residents seeking a refuge from city living, needs often arise which cannot be satisfied within the resources of the state. We hope that NCLIS will be instrumental in setting up U. S. regional networks, and in the establishment of a "National Information Center" which would take the form of a central switching agency, providing locations for materials (as the Library of Congress does now on a limited basis) and encouraging the interchange of materials and expertise on a funded basis supported by Federal taxes.

Troubling us throughout all these efforts to establish viable information systems is the lack of money to hire knowledgeable staff and acquire useful resources. The tax burden for social services such as education and libraries is far heavier on the sparse rural population than on our urban citizens simply due to the size of the population base. Our agency believes one step which can aid in more effective use of scarce tax dollars is the establishment of community or area libraries which will end competition between public library and school media center for funding, and benefit the taxpayer by providing a more comprehensive service under one roof, with better staffing. We have encouraged such mergers through grants for this purpose, publicity concerning its advantages, and consultative services to aid in resolving questions of procedure, etc. Such community libraries might derive additional support from revenue-sharing funds, but area-wide mergers would find this more difficult. State or Federal categorical grants for this specific purpose would work a beneficial change here.

Federal funding would be the quick answer to setting up U. S. Regional Library facilities to back-stop state collections and thus help safeguard the citizen's right to know. And a National Information Center, preferably apart from the Library of Congress, operating with the latest technology and making use of

elegant and sophisticated bibliographic tools to provide locations for needed materials or querying smaller union catalogs around the country, certainly should be funded on a national level.

Just as we see the function of the state library as the provision of leadership, expertise, a network organization, bibliographic centers and tools, a back-up collection, and funding of experiments in new forms of library service, so we would see the function of the National Commission to arrange for the provision of these same services on a national level. Because you will have acquired a splendid overview of the library field through these hearings, and because you are a group of professionals of stature with no local axes to grind, your recommendations for a viable new program to pull our scattered resources together for the benefit of the user must surely be heeded by the Executive and Legislative branches of our government, especially when grassroots support for such a program is achieved.

RESPONSES TO COMMITTEE ON NATIONAL NETWORKING

Your committee questions have provoked some response among our professional staff, the gist of which is that much more needs to be done for libraries at the national level, and that the Federal Government could provide equalization of resources across the country through coordination of local networks and encouragement (by funding?) of the formation of new patterns of cooperation.

There is a strong feeling that the system of categorical grants which has functioned for many years will not be revived. There are valid reasons for Federal support - equalization, as mentioned earlier, and the lack of action at the state and local levels. This mandates new legislation designed to support new programs and patterns of operation. In the meantime, interim funding is required to maintain many of the fine programs which have been supported through categorical grants for several years, and which local governmental units have not yet recognized the need to fund.

Inequities are certainly present in today's system. "Poor" communities suffer from the lack of resources, and those centers holding a wealth of materials are often not recompensed for their generosity in sharing it with others who have a temporary need. A plan to support interlibrary sharing of resources through reimbursement of all or part of the cost would surely ease the path for libraries struggling toward that goal.

The "information explosion" and "overprint" make it impossible for any one library to meet all the needs of its users, and if these needs are taken seriously it becomes necessary to search for locations of needed material at other cooperating institutions. The setting up of a National Information Center to operate as a location and switching center for the sharing of resources can only be done at a national level and is badly needed to reduce time, and thus costs for out-of-state searching. It could also set up standards aimed to

produce compatibility among the procedures and records of contributing institutions, and through improved accessibility to materials could help prevent costly duplication of little-used resources.

Setting up a national network for sharing of information will not eliminate the need of local institutions to acquire materials which are in great demand. The double-bind of inflation and increased publication necessitates more funding for acquisition of materials. Equalization of opportunity for self-education through library use (which should be a basic right of every American) would best be supported through categorical Federal grants for materials acquisition, since local taxation patterns are so variable. Grants to facilitate the setting up of new cooperative patterns of service also seem in order if rapid achievement of that goal is important, as we deem it to be.

In a national network it would seem appropriate to have the state governments function as they now often do in an intermediary role wherever contacts with local or academic libraries are involved. They might be responsible for spotting areas of difficulty which need reorganization and making recommendations or proposals for new patterns of service and funding within their boundaries, under guidelines established at the national level. Since they are on the spot, they could follow up with consultative services to assist in the establishment of the new programs, and administration of funding might be handled at this level since their other work would keep them in touch with the situation to aid in determining needs and whether grant conditions are met.

Some states, wealthy in resources for which there would inevitably be a great deal of outside demand (New York, Ohio, Illinois, California come to mind) might see little advantage to themselves in participating in a national network unless funding would be involved to reimburse them for materials loaned. Other states with few sizable libraries to call upon (Vermont, Nevada, Idaho for example) can only gain by joining a national network which will give them ready and welcome access to materials needed occasionally by their citizens and not

held locally. All states will stand to benefit from standardization of procedures and establishment of a National Information Center to speed location of materials and help eliminate "blind requests." This will surely result in better filling of information needs for their citizens - the goal toward which all state agencies are geared. And one may look ahead toward access to international collections through a national network - a need shared by all states.

The National Commission is the only organization presently constituted to operate at the level of coordination of state or regional efforts, and with the necessary overview to formulate a viable plan for a national network. Our hopes are fervent, and our pledge of professional support strong for your success in this venture.

Kathryn R. Nelson
State Librarian
Department of Libraries
111 State Street
Montpelier, Vermont 05602

Testimony Submitted to
National Commission on Libraries and Information Science

If I were to outline only my major concerns for libraries today I would choose the following:

1. Cooperation
2. Continuing education
3. Awareness
4. Services to sparsely populated and rural areas.

The latter I would start with first since Maine is essentially a rural state with problems of effective delivery of human or social services to a large spersely settled geographic area.

In Maine our rural citizens have been served well by bookmobiles operated by the Maine State Library. This important service to 250 towns and thousands of school children is the only means of recreation and information for many rural residents. However, this form of service has boundaries and limitations. Schedules are tight, stops brief and the territory is large. Alternative forms of access to information must be explored to supplement or extend this basic way of bringing materials to rural residents. The proliferation of current experiments in mail order catalog service may be one supplementary approach. A more personal approach may be librarians regionally assigned in modest offices. These offices would not be collection centers but referral and informational in nature, able to utilize modern tech-

nology to immediately locate material locally, regionally or nationally. These "agents of information" would be in concept somewhat akin to agricultural extention agents so familiar to our rural population. In such an approach the simple telephone could serve amazingly well.

Whatever the technical approach, in our rush to refine "network and retrieval systems" close attention must be given to the rurally isolated. The service must have a very human element plus be able to open up the vast resources available to those in more urban areas.

Related to the above and also a serious area of concern in every field of endeavor, whether in the political or service sense, is the area of cooperation. There is much talk, much rhetoric, little action. Naturally everyone wants to cooperate, but often along the context of their own terms. When this happens there is little give, little resolution and almost certainly no cooperation.

School, public and academic libraries have been talking cooperation for years yet with the set assumption that their three sets of functions must be met by specialized institutions. Separateness has evolved through the assumption that since one segment of the community has a need different from the rest, special facilities should be constructed to meet those needs. The very real shrinkage of the tax dollar has raised the question of support for types of libraries. Though the talk of cooperation

becomes more fervent, few merges into a single unit to serve varying functions or types of libraries have taken place. I'm not convinced, nor have I seen convincing agreements that would dismiss the feasibility of such a pooling of resources to serve a larger segment of both rural or urban populations.

Two other areas I want to briefly mention are the role of libraries in continuing education and the creation of the awareness of library services.

There is a tremendous potential for libraries in encouraging self study and higher education. The public library is the one institution in this country with a very long tradition of independent study and informal education. Our immigrating populations of 1890 - 1924 knew the full value of libraries as a means of education. Today with renewed emphasis on independent learning the library can become the key in encouraging or directing these efforts.

In the fierce competition for scarce funds librarians must be ever more astute in creating public awareness of the valuable services libraries are providing daily. Services such as those to the handicapped, institutionalized, rural resident, or the adult looking for career information.

One final comment of funding. It would appear to me that there are three levels of responsibility for developing effective libraries; local, state, and national. Local commitment and responsibility cannot be ignored, yet to plan cooperative sharing of resources and staff multijurisdictional responsibilities occur. Just as no

local community can afford to build all its own roads, or meet the costs of education, no library can afford to build all the informational resources needed. State support will be needed to develop shared resources and regional planning. National assistance is vital to support those larger efforts that no single state can afford without sharing with its neighbor states.

J. Gary Nichols
State Librarian
Maine State Library
Augusta, Maine 04330

The Libraries
Massachusetts Institute of Technology
Cambridge, Massachusetts, 02139

Office of the Director
Room 14S-216

August 23, 1973

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

In this brief statement to the National Commission on Libraries and Information Science prior to its Boston hearing, I can only underscore what is already very evident to you, as shown by studies you have commissioned and previous testimony--that information is important to our society, and Federal planning and financial support are necessary because of the high cost of the technology and management to exploit an increasing volume of information. Your concerns are, of course, very broad--libraries of all types, people of all segments of our society. Because my professional experience has been almost entirely in academic libraries, I shall speak only to the needs of higher education and research.

If we are truly moving into the Age of Information, as many say, access to knowledge in its totality should have a high priority in deployment of the nation's resources. One recent projection indicates that the present annual output of scientific and technical information of two million items will increase to twelve to fourteen million by 1987. The author[1] contends that it is the duty of national governments to insure citizens' access to such information. The task of first pinpointing what each user will want from this body of information and then providing it is enormous. Cooperative regional plans and systems are evolving, but it is becoming apparent that a system must be developed on a national scale.

Suggestions for networking and bibliographic access abound. I want to emphasize the need for guaranteed access to the documents themselves. Some variation of the recommendations made in the Stevens study on interlibrary loan for the Commission

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1 Professor George Anderla, Paris University and the Paris Academy (The Sorbonne), address given on April 12, 1973, "The Growth of Scientific and Technical Information."

will probably have to be adopted to provide it. The study advocates bibliographic centers, resource centers (existing large libraries), and back-up centers (three national libraries and the Center for Research Libraries). The bibliographic centers and the resource centers might be one and the same. Sending a request through a bibliographic center to the research library introduces an element of delay, and speed of delivery is a critical element in user satisfaction. Resource centers already have the printed bibliographic tools and can identify requests as easily as a bibliographic center. Future catalogs, indexes, bibliographies, abstracts, etc., will probably be available at a console in machine-readable form at all locations.

Whatever the eventual arrangement, sufficient support would have to be granted the local resource libraries. At the present time government support is not available for the space, staff, and technical systems necessary to give the service required.

There are several other areas of concern I should like to mention:

Possibly of equal importance to the need for networking and resource centers is the need for skilled management. The introduction of the computer together with the whole scale of library/information problems requires managers with training that too few possess today. The Commission could help by supporting library school programs in information systems management.

I hope the Commission will strongly support the National Program of Acquisitions and Cataloging (NPAC) at the Library of Congress. Every effort should be made to have cataloging for all works done once and made immediately available in order to relieve expensive duplication of work.

I also favor the establishment of some form of journal lending library similar to that of the National Lending Library in England. Perhaps several regional ones would better serve this country. The present program of the Center for Research Libraries is leading the way.

Finally I want to express concern about the well-recognized situation of the deterioration of valuable books in our libraries, the paper crumbling at a touch. Programs for their preservation now underway should be surveyed and some hope given that at least one copy of each can be kept somewhere. Breakthroughs in paper preservation and the now general use of microforms should aid greatly in such efforts.

Sincerely yours,

Natalie N. Nicholson
mmm

Natalie N. Nicholson
Director

NNN:mmm

By way of this testimony we wish to bring to the Commission's attention an area of need which can and should be considered in any plan for comprehensive library services. Specifically the need is that of the first or second generation American who has not yet become fully assimilated into American society; that is, the person who is frustrated in his attempts to choose between his ethnic background and the culture which surrounds him.

Our contention is that the conflict of choices need not exist. There should be no reason why cultural pluralism cannot prevent and/or dissolve such a conflict. Education can help a person bridge societal gaps, overcome ethnic obstacles, and break down cultural barriers while still allowing him to keep his self identification intact. Any immigrant should be free to proudly adhere to his native heritage while he learns to understand the new culture in which he has chosen to live. This process of simultaneous cultural preservation and adoption can be substantially effected through appropriate public library services.

It is not enough that we simply know of the stated need; we should be able to offer an educational service such as that referred to in the preceding paragraph. East Providence has a relatively high proportion of Portuguese immigrants who comprise approximately twelve (12) percent

of the City's nearly 50,000 citizens. The East Providence Public Library is and has been aware of the Portuguese segment of its public. We have begun a collection of Portuguese books, and have been designated as a resource center for such material within the state library network. We have reached out for these persons via Portuguese bibliographies, through film programs held in community meeting facilities, with deposit book collections in these community centers, and of course by publicizing all of our library programs. These efforts have not been unsuccessful. Even though Portuguese persons comprise about twelve percent of our population, they account for around seventeen (17) percent of our library's approximately 15,000 registrants.

The foregoing is not intended to illustrate a model approach to the problem. In fact we feel that we have merely scratched the surface. There are additional ideas which we would like to enact in order to reach not only the ethnic cultures but the population as a whole--to make the entire community more aware of itself and its diversity, and of its library.

No matter what services might be available, if no one knows of their availability they remain unused. We hope to publicize what we have to that two thirds of the East Providence population which is not on the library's register. Our goal of course is not simply a greater number of registrations, but a greater library consciousness on the part of our citizens. We want all of our people to know that we exist to serve them, and in order to reach all segments of the population we want our publicity campaign to be bi-lingual to a sufficient degree in order to attract

the Portuguese patrons. The mere addition of "a biblioteca publica" beside, above, or beneath our name we think will invite patrons who presently feel that the East Providence Public Library is not theirs. Through various media approaches and library programs extending into the community's grassroots we can hope to attain some degree of success in increasing popular awareness of the public library.

One age group toward which we would particularly like to direct our attention is the young people. From our experience it seems that somewhere between grammar school and adulthood many persons lose the library habit. Certainly there is use of the library by students for their school work, but somehow during this period the library ceases to be a place to go for recreational reading and/or programs. Far too many juveniles who leave the library at this stage in their lives never return except possibly to bring their own children a generation later. This adolescent exodus is doubly tragic because it occurs at such a sensitive and vulherable stage in the person's life. At a time when the library could possibly be a very valuable counseling agent to a young person it is abandoned by him. Unfortunately this situation may have been created by the institution rather than the youth--the library seems to have deserted the young person rather than vice versa.

However the separation may have come about we feel that an honest attempt should be made to remedy the situation. Young peoples' services seem to be a "step child" in the library field. Some libraries have even dissolved their book collections for this age group and integrated the

materials into either their children's or adult collections or both; this approach appears to us to be like burying one's head into the sand. It may be true that many young people consider themselves adult individuals and thus shy away from goods specifically labeled for them. Nevertheless the need still exists for materials and services presently referred to as young people's or young adult's.

How does this relate to our original theme of cultural acclimation? Adolescence is a critical period of growth but it is also a time of opportunity for personal development and intellectual expansion. We have spoken of the needs of youth in order to emphasize another opportunity to serve the ethnic need. Historically in America it has been the immigrant's children, the second generation, who have suffered most from the frustration of having to choose between their parents' values and those of their peers. Growing up is difficult enough without these cultural complications. It is at this point where cultural pluralism could be most beneficial. The second generation American by being torn between two cultures recognizes their differences better than anyone else. If he knows that he can respect his ethnic traditions while adapting to those of his fellow citizens, his conflicts are thus dissolved and a favorable attitude toward his native heritage is thus preserved.

We have mentioned two ideas which might provide more opportunities for the public library to reach its proposed educational goals. In addition to advertising and an intensified program of service to its youth,

the library should attempt to coordinate program efforts with other organizations which have similar goals.

In February of 1972 Rhode Island College began its Ethnic Heritage Studies Project which was established in order to encourage study in cultural pluralism. Other purposes of their project are to "disseminate appropriate materials and information to the community and schools, create an ethnic materials collection, and sponsor programs and conferences that would highlight the richness of the American heritage." Joining in with an effort such as this would appear to be an excellent method of initiating related public library services. Since the Ethnic Heritage Studies Project appears to welcome involvement with community organizations the team effort which we envision appears to be a practicable union even though we have not yet investigated the potential partnership formally.

In summary we would like to say that we have attempted to foster consideration of a theme which if not ignored previously at least has not realized its deserved attention. Additionally, we hope to have illustrated not only how library programs and services may interrelate, but how library services can relate to other organizations, to the community as a whole, and to humanity. Again hopefully, the Commission will find this testimony helpful in determining national library priorities.

Jim Norman, Director of Library Services
East Providence Public Library
East Providence, Rhode Island 02914

I appreciate this opportunity to submit written testimony to the Commission. Networks have been identified as an important aspect of library service for the future. I wish to comment on this and offer a few opinions.

The New England Library Information Network (NELINET) is a good example of a cooperative effort established to achieve the goal of utilizing computer operations on a shared cost basis. Other regional networks of this type have been organized throughout the country in recent years. Some linkage between networks has materialized in order to take advantage of successful on-going operations. A prime example of this is the cooperation that exists between the Ohio College Library Center and NELINET for the purpose of achieving on-line computer assisted cataloging services.

In Rhode Island, effective cooperation has been achieved through a highly successful network of five interrelated library systems. Every resident of the state has access, through his local participating library, to the resources of other public libraries and to the collections at Brown University, the University of Rhode Island, and Rhode Island College. Communications between libraries via teletype serves to expedite interlibrary loan. Local library services have improved through a sharing of resources and capabilities. Federal funding through the Library Services and Construction Act, combined with state support, has enabled Rhode Island to achieve a network which may serve as a model for other regions.

Recently, the six New England state library agencies, with the assistance of the New England Library Association, formed the New England Library Board. This was accomplished for the purpose of achieving coordination of library services throughout the New England region. Hopefully, the New England Library Board may be able to achieve significant results on a regional basis.

Perhaps these many developments are now at the point where efforts should be made to establish a national system of regional networks. Such a system should include all library networks in an interlocking federation of cooperative efforts. Leadership, advice, and coordination could be provided through an office establishd within the Library of Congress. Federal funding for direct grant support of cooperation between regional networks would enable a national system to achieve an interfacing of operations for the benefit of all libraries.

Several issues arise when considering a proposal for a national system of regional networks. First, what form of governance for a national system would be most effective. Each regional network has determined its own needs and priorities, but no two networks are identical. The library configuration within each network; public, academic, and school libraries, varies considerably. The differences in

Therefore, a firm commitment to continue LSCA funding with annual appropriations at the maximum level authorized could achieve the support needed for the system without disrupting existing programs. This is offered as but one suggestion for a method to be investigated for securing adequate support.

Specific details for a proposed organization of a national system of library networks cannot be described in a brief statement. This is a project which should involve the careful examination of existing networks, an assessment of current and potential needs, and a thorough systems analysis. I am hopeful that the Commission will recommend the development of a national system of regional networks.

Richard A. Olsen
Director of the Library
Rhode Island College
Providence, Rhode Island

Thomas P. O'Neill, Jr.
Member of Congress
8th District, Massachusetts

Mr. Chairman and Members of the Commission,

First, let me thank you for taking time out to conduct hearings in Boston.

While I am certainly not expert in library or information science, I do want to offer several common sense observations about our local needs.

Perhaps the New England, and even the Massachusetts, situation is best represented by the Commission's decision to hold these hearings in the Boston area. For Boston is, in fact as well as in name, the hub of New England. Academic and cultural institutions are concentrated here.

As a result, the Boston area has a number of outstanding libraries. The Boston Public and Harvard libraries offer collections comparable to the best in our nation. M.I.T. houses a superb range of technical volumes.

Yet, the Boston area libraries do not adequately meet the needs of Massachusetts, not to mention New England. A very few miles from downtown Boston there are towns sorely deficient in library services. Rural residents must often, at best, depend on bookmobiles containing very limited collections.

I doubt that I need to convince the members of this Commission of the importance that must be attached to making a wide range of books available for loan to all our citizens. And the importance of this task makes your recommendations all the more significant. For

your recommendations may very well be decisive as to whether many New England towns are able to develop adequate library facilities.

Of course, as you yourselves noted, a determination must be made as to whether priority shall be accorded service for the unserved, or improvemnt of comprehensive and definitive collections.

The Boston area might offer an ideal testing ground for solutions to this dilemma. The Boston Public and Harvard libraries already offer outstanding comprehensive collections. Further development of definitive collections could be coordinated with the many other nearby libraries so as to minimize duplication of highly specialized collections. Each library would pursue specific specialties. Of course, cognate information systems would have to be established.

The merits of this system seem apparent. It would limit duplication, allowing concentration on service to the unserved, service in which the comprehensiveness of the Boston area collections might be put to good use. Instead of having many overlapping first-rate collections around Boston, and none in the outlying areas, first-rate collections would be available throughout the area. And in making them available we need not meet the admittedly larger needs of the Boston area any less well than at present.

So I especially urge the Commission to consider making New England a pilot area for development of new approaches to the problems of library services and information systems. This region shares many of the national problems while holding out great potential for their solution. I cannot imagine more fertile ground for experimentation, experimentation that is sure to pay off nationally.

Thank you for this opportunity to testify before your Commission.

VETERANS ADMINISTRATION
CENTER
TOGUS, MAINE 04330

August 17, 1973

IN REPLY REFER TO: 402/123

Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

Thank you for soliciting my testimony concerning library and information services. The following remarks are my personal observations as a practicing librarian.

Small libraries in sparsely-populated, isolated areas have, in recent years, made considerable advances in providing their clientele with access to the universe of information, mainly print, because of increased development of interlibrary loan systems, however primitive, in nearly every state. Small libraries, whatever their type, realize that cooperation is the essence of their survival. Because of this, library networks of varing sizes are being created rapidly, facilitating the flow and transfer of information. The National Library of Medicine's nation-wide network is perhaps the best example.

However, a conservative revision of the copyright law, which would, in effect, put a tax on knowledge, would considerably negate these cooperative efforts. Users who must rely on the library with the small basic collection in the isolated, rural area would be the ones penalized to the greatest extent, simply because of their location. Therefore, the copyright question is the key to the networking system. Perhaps consideration should be given to the possibility of federal support of scholarly publishers in the interest of equitably compensating them while allowing all citizens equal access to information. More importantly, the Commission should publicly emphasize the relationship between the copyright situation and the philosophy of free library service long established in this country. Librarians are very concerned that the primary mission of libraries as Americans have known them - to provide equal informational and educational opportunities to all citizens regardless of economic standing - will be superceded by commercial profit-making information services without any awareness by the public of the implications of such a change.

Show veteran's full name, VA file number, and social security number on all correspondence.

Frederick H. Burkhardt, Chairman

Following resolution of the copyright question, some national emphasis should be given to establishing effective bibliographic control of non-print media as now exists for literature. Modern computer technology should be able to systematically organize audio-visual materials if human beings have been able to bibliographically control print materials for several centuries.

In the health field, as elsewhere, many hospitals are developing closed-circuit television links, even though separated by considerable distances. Technological refinements should be sought to facilitate the transmission of inter-library loan material in this manner, with a low-cost hard-copy end product.

Sincerely,

Melda W. Page

MELDA W. PAGE
Chief, Library Service

STATEMENT OF FOSTER M. PALMER

FOR NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

At the outset it must be made clear that in these somewhat miscellaneous and largely cautionary remarks I am speaking for myself, rather than for the Harvard University Library.

No doubt my opinions are highly colored by my long experience in that library; but neither have I forgotten the Walker Branch of the Chicago Public Library, no doubt also familiar to your executive director, nor the McCormick Library of Washington and Lee University, in a somewhat isolated location which is on the list of places we are considering as retirement possibilities. Pondering the choice of a retirement locale actually brings me very close to some of the questions central to the work of your Commission. What sort of withdrawal symptoms would ensue should I exchange the Harvard University Library, 8,000,000 volumes, for the McCormick Library, 225,000 volumes? What if we cannot afford Lexington, Virginia and settle in some really isolated spot where only our personal library is at hand? Worst of all, what if some fire or other disaster deprived us of even that? These are very real questions that have a serious effect on a personal decision presently under consideration. Our tentative conclusions are that the Harvard University Library is high on the list of considerations which weigh against moving at all, and the McCormick Library is one of the factors which put Lexington, Virginia far ahead of most other small towns. These remarks are perhaps too personal, but are intended to show the great importance ready access to organized information plays in our lives, as well as to dispel any notion that the writer can speak only from the perspective of a very large library.

My substantive remarks will fall into two areas. The first is the relation of large libraries to smaller libraries and to users outside their primary circle. My credentials here are that in the 1950's and early 1960's, I was at the center of administering the visitor's services policy of the Harvard College Library, central unit of the Harvard University Library. Interlibrary loan was a part of my responsibility for a portion of this time, and from 1955 to 1959 I was chairman of the Interlibrary Loan Committee of the American Library Association.

It is perhaps something of a paradox, or at least not necessarily what would be expected by the layman, that there tends to be a direct rather than an inverse relationship between the rarity or unusual quality of library holdings and the willingness of the holding library to share them with all the world. Rare book libraries are customarily open to scholars without regard to institutional affiliation. Of course the material requires special protection, but the protection is impartial as between the local and the visiting scholar. Requests for use of scarce or unusual materials in the general collections by persons outside the institution, either on the premises or by means of interlibrary loan, are generally dealt with sympathetically, although certainly there are problems in this area and much need for rationalization, both of the service and of financial support for the libraries which make their resources available in this way. Where libraries draw the line and become very protective against use by persons outside their regular clientele is likely to be when the visitors want common materials for which there is already competition within the library's primary circle. In most cases, these common books would be available to the visitors in their own libraries; but in deciding which library to go to, they choose the library that has uncommon as well as common books. Their peti-

tion to use the larger library was based on their need for its unusual resources, but once they obtain access to it, they do not limit their use to the uncommon books. I have no specific recommendations in this area, but believe this phenomenon is something which anyone working toward the design of a national library network should keep in mind.

To the extent that a national network might lead to greatly increased sending about of original copies of scarce though not rare books, I am very concerned about the problem of book wear. Looking towards the far future, our present stocks of original documents cannot support even the present level of use indefinitely, and any program of extended access should seriously consider using reprography rather than loan of an original. Any reproduction made for the purpose of loan or provision of copies at a distance should be coordinated with a general program of reproduction for the purpose of preservation. Although it is recognized that archival copies are more expensive than mere reading copies, the costs in wear and tear on the book during the filming process and in the human labor of page turning would seem to overshadow the marginal cost of archival processing. An aside at this point: While I am not an expert on copyright and will leave general discussion of that thorny topic to others, I am especially concerned about the present limbo enveloping works which are still in copyright but whose copyright owners are not readily findable.

About ten years ago my work shifted from the public service area to that of the application of computers to libraries. I make no claim to being in the fore-front of those who have developed new or comprehensive computerized library systems. However, perhaps not many people combine as long experience in conventional library work with as much actual detailed computer programming. With this perspective, what are my views on the future of the computer in the library field? First of all, work already accomplished shows that computers may be very useful in a wide variety of library functions, both conventional and new. Secondly, the limitations imposed by economics will be more severe than those imposed by technology. I first made this statement four years ago in a paper given at the 1969 Clinic on Library Applications of Data Processing at the University of Illinois, and am even more convinced of its truth today. The closing pages of that paper are appended and give my general views on the prospects for computer and microfilm technology in libraries; I would particularly like to enter in the record of your Commission the two suggestions in marked passages concerning a possible approach to the problem of dealing with color plates in microfilming and the desirability of working toward more use of machine-readable full text produced as part of the publishing process. Here again the copyright question will come to the fore.

In view of what I have said about economic factors preventing the accomplishment of many things that are technically possible, I particularly welcome the cost-benefit analysis proposed by the Commission.

Attention should also be focused upon the problem of retrospective conversion of bibliographic records to machine-readable form. This task seems too large for any one institution, even the Library of Congress; yet if it could be accomplished, it would be of very great value to a wide variety of libraries.

I would also like to call attention to an important consideration in the development of machine systems that has perhaps seemed beside the point in pioneering days, but must now be faced. This is the concept of the viability of systems. When a machine based system becomes vital to the continued operation of a library service, it is necessary to have assurance that the machinery involved (or a suitable replacement) will continue to be available, can be maintained, and can be afforded. Inevitably particular machines and software systems will become obsolete, but it is important to have adequate lead time to phase in replacements. If worse comes to worst and the machines can no longer be supported both technically and financially, there must be a fall-back plan for resumption of manual operations. A good analogy is the construction of air-conditioned buildings with all windows sealed, which the writer believes to be a mistake. He is not so much concerned with occasional short term breakdowns as with a prolonged energy shortage or comparable condition. It may be argued in opposition that it is impossible to read the future and that overcaution will result in nothing being done. This is not the intent of these comments, which, however, do caution against deep commitment to a fragile system without adequate consideration of future alternatives.

August 21, 1973

Foster M. Palmer
Associate University Librarian
Harvard University Library

UNIVERSITY OF RHODE ISLAND
KINGSTON · R. I. 02881

University Library

August 21, 1973

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for the opportunity to submit written testimony to the Commission prior to its New England regional hearing. I have been requested to make this submission on behalf of the Executive Committee of the New England Library Information Network (NELINET) of which I am a member and immediate past chairman. It should be recorded, however, that my testimony is based, not upon the specific detailed instructions of that committee, but upon my understanding of the consensus of that committee which results from my four years experience with it.

It is tempting to speak for cooperation, computerization and networking as ends in themselves, yet they are not ends, but only means. They are means to achieving the following:

> The goal for a library should be; to be one which can organize the information it contains or can acquire of interest to a particular user for use by that particular user.[1] In short, the goal is to "humanize" the library in the sense that it responds to the real needs of its human users and not to organizational or operational limitations.
>
> An appropriately developed computer based system can provide significant progress toward that goal and, in large part, by "freeing staff to perform human intellectual tools rather than machine-like operations."[2] The humanization of libraries is partly through the mechanical organization of information and partly through the increased availability of the human intellect directly in the process of providing services to users. We have found, however, that while computer technology offers this possibility its realization has been largely delayed because individual libraries generally cannot afford the cost of hardware and programing required.

In attempts to solve the cost problem a number of cooperative approaches have developed which include cooperation among the libraries of a few institutions of a single type (e.g. The Five Associated University Libraries), among the libraries of a type of institution throughout a state (e.g. The Ohio College Library Center) and among the libraries of a type of institution throughout a region (e.g. NELINET).[3] In each of these instances the MARC tapes have been an integral element in their development and now with the agreement among FAUL, OCLC and NELINET cooperation has transcended even regional lines and has begun to assume some of the characteristics of a national network.

The libraries engaged in these cooperative ventures have already begun to see progress toward the humanized library in that some at least, have been able to reassign positions previously devoted to repetitive technical tasks to direct user service. The union catalog aspect of the OCLC system holds important promise for library users through its potential for greatly improving interlibrary loan services as well as through its impact upon the selection processes of individual libraries. A further significant feature of this system has already been noted in testimony submitted to the commission by Dr. Estelle Broadman when she pointed out the freedom available to the individual libraries in their application of the OCLC system and hence the protection of user interest in such applications.[4]

Although considerable energy, money and time have been devoted by the NELINET membership and staff to the development of a regional computer-based information network, this is by no means the only area of cooperation in which NELINET has interest. Cooperation in such areas as government documents, serials and acquisitions is ongoing but it has become increasingly clear that effective cooperation is largely dependent upon rapid access to substantially complete records of the holdings of the cooperating libraries. There is no practical means of providing the access other than through methods utilizing computerized data bases.

What can or might the commission do to further the development of regional and national networks to serve the goal stated earlier? I would suggest the following:

1. That the Commission address itself to a search for ways to overcome the "financial and legal restraints that limit user access"[5] to the information in which libraries deal especially as these restraints limit the development of regional or national innovative, cooperative programs.

2. That the commission address the need for greater flexibility in grant-giving in order to improve the support climate for such programs.

3. That the Commission seek by whatever means at its disposal to encourage the development of a copyright law which does not discourage or prevent the sharing of library resources locally, regionally or nationally.

4. That the commission give particular attention to the five recommendations submitted to it by Ronald Miller, Director, NELINET on Oct.27,1972, encompassing the definition of governance structures and goals for cooperative activities, legislation to further stimulate and reward cooperative initative among institutions, guidelines and funds for the building of regional bibliographic networks which can articulate into a national system, and the formal designation of the Library of Congress as a National Library.

Only through progress in these and related areas can we expect the libraries of this nation to surmount the barriers which rising technical services costs, an expanding information base, and limited personnel budgets errect between the library's information resources and its users. It is only after these barriers have been surmounted that our libraries can be humanized and turned from merely responsive elements in our society into the active and reconstructive elements called for by Gerald Brong at the San Francisco hearings of the Commission. 6. The Commission itself has the greatest potential for effective effort in these areas and it can expect the support of the library community in its efforts.

Sincerely

George R. Parks
University Librarian

GRP/fv

FOOTNOTES

1. This goal definition is based upon one developed by Frederick G. Kilgore in his article "Computerization=The Advent of Humanization in the College Library". Library Trends. vol.18, No.1 July 1969.

2. Ibid. pp. 36-37.

3. Each of these groupings of [illegible]aries has formal or informal ties with other types of libraries and in at least two cases full membership is now held by non-academic libraries.

4. pp. 9-10 of her written testimony submitted for the Chicago hearings before the commission.

5. Charles Stevens, Executive Director, National Commission on Libraries and Information Science in testimony before a subcommittee of the Committee on Appropriation of the House of Representatives. April 17, 1973.

6. Reported in Library Journal, February 15, 1973. Pg. 506.

Mrs. John J. Parsons
President, Board of Trustees
Newport Public Library
Newport, Rhode Island

STATEMENT
at the request of
THE NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SERVICE

I am pleased to be invited to submit testimony for consideration by the Commission in connection with their scheduled regional hearing in Boston on 3 October, 1973. I intend to confine my comments to the viewpoint of a small city public library and, particularly, in the light of my experience as a member of the Board of Trustees of such a library.

I note that Public Law 91-345, 91st Congress, S.1519 July 20, 1970 opens with the statement affirming the responsibility of the Federal Government to cooperate with State and local governments in insuring that library and information services are adequate to meet the needs of the people of the United States. Meeting these needs is essential to achieve national goals and to utilize most effectively the nation's educational resources. Section 2 of the Act sets forth a truly effective policy statement as proved by events over the past several years. Implementation of the partnership of the federal and state governments along with local public and private agencies in partnership have brought about dramatic and extremely valuable improvement in library and information services in Rhode Island over the past decade.

In the case of the Newport Public Library a new library building became operational in 1968. Federal, state, municipal and private funds were marshalled commencing about 1965. Without the active support of each of these partners, the building would not have been possible. Circulation of volumes since that time has doubled from about 100,000 per year to about 200,000 this past fiscal year ending 30 June, 1973. These improvements have more than doubled the annual operational costs of five years ago. The per capita support from municipal funds is now one of the highest in the state ($4.54 per person according to the 1970 census). There is little likelihood that we shall be able to maintain the current status of library services, much less improve the situation, without strong and increasing federal and state support to fight inflation and expand services already begun and initiate new ones to meet the needs of a modern late twentieth century library.

Public libraries are a truly American institution, having originated in New England in the 19th century; the Boston Public Library was the first major public library in the world. It remains today one of the great libraries in this country. The free library, open to all, the history and wisdom of the ages spread out on its shelves, has burgeoned and grown with the years, and now, finds itself in difficulties after the last two decades of population and technological explosion: there are more people to serve and much more information to disseminate. Man's mind and "know-how" have penetrated the universe, and if we believe in the democratic principle,this knowledge must be available for all who choose to seek and for those who should be encouraged to seek.

It is inconceivable to me how the current administration in Washington can take the position of zero federal funding for libraries in its fiscal 1974 budget in view of Section 2 of the Act. The federal government as well as the state and local

governments and agencies have a clear interest and obligation to put great weight behind the value of learning, of information services and of cultural pursuits of the citizens, to say nothing of Man's need to reach into the vast regions of imagination and spirit. What are libraries basically if not institutions reflecting the bright freedom of opportunity to knowledge for the individual. Through books and other library materials in the collection the individual can engage directly the best thinkers, writers and artists of today and of the past on a personal basis. It is the great American heritage of every citizen through their public libraries.

One can understand the administration's philosophy to return many decisions and some supporting funds to state and local governments through general and special revenue sharing funds. The existing situation throughout the country with regard to demands upon the available financial resources of State and Local Governments tends to place public libraries at a disadvantage. Fundamentally, I think that this is true because of the individual character of library services in dealing with the public on a one to one basis. Police and fire departments, waste, water works, etc. are a different matter when it comes to competition for local tax monies. Overshadowing the entire picture is the almost universal desire to hold property taxes at present levels at any cost, and if possible, to reduce them. In such an atmosphere it is essential that federal funds for libraries continue to be protected for the immediate future under categorical grants in order to insure that progress continues toward meeting the library and information needs of the American people.

Although federal funds comprise only about 7% of the total expenditures for libraries in the country today, the impact and direction of national leadership supplied by these monies is enormous. Federal and state funds combined provide direct support to public libraries on a per capita basis which in Newport amounts to consideralby less than 10% of the operational budget. Of equal, if not greater import, these funds also provide for five regional cooperative systems covering the state, coordinated by Department of State Library Services. This has permitted the establishment of: an effective interlibrary loan system; an extremely valuable statewide film cooperative; improved services to the blind, handicapped and elderly; and a variety of workshops and other bonus effects. Another important benefit to library services in the state from the combined federal and state leadership is the opportunity to promote innovations on a trial basis. In the case of the Newport Public Library we received a one-time grant of $5,000.00 from the Department of State Library Services in January 1972 which was matched by a like amount from the three municipalities on Aquidneck Island to conduct a five-month trial run of an Aquidneck Island Bookmobile. The test proved successful and full-time operation was totally supported without further grants for the 1972-73 fiscal year. State law makes provision for supplementary resource centers in the various regions, but the availability of funds has restricted their establishment. By way of example, a person in the Island System must travel to Providence or Boston to examine microfilm or microfiche resources of an adequate nature, though in the Newport Public Library we are making a start on such a collection through the generosity of private grants and donations.

Obviously, if federal funds should continue, certain standards must be set and met; these standards should be flexible and realistic according to each specific situation, including geography and population. Trustees will have to continue to update their concepts of the modern library in order to respond to and to anticipate community needs. Each public library is an individual unit with its own particular character but must function within statewide systems in order to fulfill its role as a keystone in its community.

Despite the substantial progress under federal and state leadership, much remains to be done. Eventually interstate and national systems along with early strengthening of statewide library and information services will be necessary to respond fully to the policy statement in Public Law 91-345. I trust that the National Commission on Libraries and Information Service will take this position and recommend the protection and increase of federal funds to be made available toward these ends under categorical grants by the federal government.

Thank you for your attention to these matters, and for the privilege of presenting this testimony.

Respectfully submitted,

Olive W. Parsons

Mrs. John J. Parsons
President, Board of Trustees
Newport Public Library

MR. SANBORN PARTRIDGE
(PH. 802-459-3670)
62 ORMSBEE AVENUE
PROCTOR, VERMONT 05765

31 July 1973

National Commission on Libraries
and Information Science,
1717 K Street, N.W. (Suite 601)
Washington, D.C. 20036

Gentlemen:

Delighted to learn of your commission and its work, which I am pleasedly hopeful will be seminal and fruitful. You are welcome to consider this letter as written testimony for the official record.

Almost axioms tho they be, a few swift statements seem to me pertinent.

Human knowledge has been increasing exponentially and the presses whirring ever faster. The days of a universal savant are past! Nowadays the tricks are 1) to know how to seek information, and where, and then 2) how to evaluate the information. Under (2) is the subheading for all but a few ultimate reference libraries (e.g. the Library of Congress, which I have personally heard Russian guides in Russia volunteer to be larger than their Lenin Library) of how to select what is significant and affordable.

Modern technology has been introducing information retrieval and transmission systems ... shades of Vannevar Bush! ... which raise hopes for coping with masses of information, both unorganized or already organized. So far the applications to libraries have not been much explored: union catalogs and TWX interconnects are rudimentary and not really representative of the technology mentioned, and neither are the small steps by libraries into audio-visuals, loanable art, loanable records and tapes, and the like.

Ideas know no frontiers, certainly not state or national ones. But organizing library matters on a national basis is all we can directly and immediately establish or achieve ourselves. To refer to the Russians again, the evidence keeps coming thru loud and clear that they are doing a better job than we with foreign languages and the literature (especially technical) available in such languages, or translations thereof. On a national basis it would surely pay for itself for us to avoid the cost of unnecessarily duplicative research undertaken simply thru ignorance of pioneering inquiries in other languages and other cultures. (Indeed, we are often so compartmentalized that the same can be said of research within the United States in a sister discipline!)

Thus far I believe I have given answers to the Committee's questions #1, #2, #3, and #7, along with inferences for #4, #5, and #6. Specifically as to #6, if the philosophy noted obtains, the first response of every state has to be "To cooperate".

Perhaps you have noticed that public libraries and librarians fiercely guard their "independence" and vibrate furiously at any imputation that they are merely an aspect of public education, as any overall analysis will surely show them to be, and so ought to be under departments of education. On the other hand, public education is increasingly providing for libraries that are entirely subservient to each school ... and unavailable to the general public.

MR. SANBORN PARTRIDGE
(PH. 802-459-3670)
62 ORMSBEE AVENUE
PROCTOR, VERMONT 05765

At one point Federal assistance regulations, I was told, required this. If that was true, it surely made no sense and was a disservice. Wider service should be encouraged.

I suspect many small "rural" libraries, open an inconveniently few hours a week, will suddenly find themselves, willy nilly, superseded because support, funds, and use are gravitating to school libraries. Indeed, I see absolutely no reason why the two sorts of libraries should not collaborate, nay, often combine, and so serve their combined clienteles more adequately. As yet I do not see it happening often.

There is one excellent case in Chittenden, Vermont, where a memorial elementary school was given to that small community. By design, the library portion can be locked off from the school and, after school hours, serve as a town library with its own separate entrance.

I repeat, to make the community's resources more widely available without wasteful duplication should be a goal. Community is used in sensu latu, which proceeds on up of course to the national level. So far, books are still basic for a library and no library can be without certain basic reference works. Putting the school library and the town library together, for example, may permit saving the expense of duplicative reference works, and so allow the savings to go into additional reference works or into other types of books. Within some limits, surely the process could be extended regionally or nationally via modern technology in a way significantly to meet the pressure and duplicative cost of having each library striving to have as much as possible right on its own shelves.

While interlibrary loan nets are a start, they do not operate in the "real time" of electronics. Thus the vision shapes at first as an information delivery system that could speedily furnish, at choice, a screen view or a "permanent" copy from shared central resources for the less used, the more expensive, and the more recondite. In the end, the system might make any terminal, i.e. local library, virtually the equivalent of the Library of Congress. What a fantastic resource each little library would then be ... if citizens and users had the wit or the training to take advantage of it!

Returning to the instantly realizable, let me urge a powerful nudge to full and proper analysis of the different constituencies libraries could and should serve.

Choice of hours necessarily conveniences some ... and excludes others! Too often, especially in small libraries, the hours seem convenient only for librarians. An employed person may be completely barred by what is convenient for a housewife. Indeed, the mother of a bevy of young may find no hours really convenient; for her, mail and telephone service may be the answer, avoiding the problems of getting the kids dressed and marshalled so she may visit the library or, alternatively, of getting a baby-sitter. Without question, the needs and conveniences of retirees, the elderly, the blind or deaf or disabled, the shut-ins, school children, adults purposefully seeking to continue learning, researchers, concentrated urban populations, and dispersed rural populations, to name some, are varying and different.

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Believing strongly that an informed citizenry is ever vital to a democracy, I think it very important that each library analyze its constituencies and tailor its services to them, for only then will they bring maximum reach and maximum benefit to the total community. That has to mean the imaginative offering of a complementary variety of library services ... almost something for everyone! Certainly not the mere proffering of a few books during a certain few hours that are only relevant to a few of the total constituency.

Libraries are, or should be, service organizations. In the spirit of service, they should make themselves convenient for their constituencies.

I trust you will always penetrate beyond labels to function, but be warned from the Vermont experience. Herewith an illustrative tale about Vermont's "bookmobiles" ....

The public generally, and legislators, thought "bookmobiles" were mobile branch libraries that rolled off to "remote fourcorners" on known schedules, and so conferred on non-library neighborhoods the important privilege of handling books, browsing among them, and being captivated by title, illustrations, or text into borrowing same for informative, educational, or simply pleasant reading. Hence each expensive, special purpose vehicle is staffed by both a driver and a trained librarian.

The reality turned out to be that 90% of the time of the "bookmobiles" had been subverted to delivery service to libraries and librarians! Can't blame the librarians for adoring the chance to talk with a trained librarian and, at the door of their own library, being able themselves to scan around 10,000 volumes, selecting what they thought useful for their own clientele, having these selections taken into their library for them, and the last batch carted away. To them that is what a "bookmobile" was. What a howl they raised at the suspicion of losing this accommodation! In the emotional context almost none noted that two different functions were being talked about under one label.

So 90% of the use-time of our bookmobiles (testimony at a legislative hearing) was in rushing to and parking alongside <u>existing</u> libraries. What a bastardization of a concept! What a wave of pressure from librarians nonetheless to continue that way even tho that made it a frightfully expensive delivery service!!

Any commercial outfit would have had an inexpensive delivery system ... probably a light delivery panel truck, cartons or bookbags, and a staff of one (the driver). Government should too, for it cannot fritter money either.

From enlightened self-interest, the local librarians mentioned should have gone, say, quarterly to the state's regional libraries, talked with the trained librarians there, done their selecting from 50,000+ volumes (rather than the 10,000 of the bookmobiles), and tackled the physical problems of delivery by other means than subverting "bookmobiles".

Books are heavy. Librarians typically enough are elderly dears who neither in fact can nor should have to try to lug heavy bags or boxes of books.

MR. SANBORN PARTRIDGE
(PH. 802-459-3670)
62 ORMSBEE AVENUE
PROCTOR, VERMONT 05765

Delivery service will continue to be useful and needed. Unless government covers it, perhaps library trustees and "friends of the library" need to be energized and marshalled in this service, in the near term.

Nevertheless, this "delivery" problem area has more interrelation with your commission study than might be supposed.

In the first place, so long as the physical shunting around of masses of books stays in the picture, the problem is bound to worsen inherently as population grows and the output of the presses rises. So consider the impact if your work led to a systemmatic and comprehensive plan for rotating loans from regional or national book depots!

In the second place, if your work led to greater use of microfilm and microfiche, that could ease the problem or at least slow its growth.

And in the third place, your work might largely eliminate the problem if it led fully into the new electronic technology whereby the local library's terminal ... or window into the net, if you prefer the analogy ... provided a view of almost anything stored in central computers or collections, such as the Library of Congress, followed by an "instant" copy should the initial scanning make that seem desirable.

No pressure for what may be deemed now instantly practical should obscure the truth that most such once started out and were thought of as visionary ideas. Self-fulfilling prophecies? Auto-suggestions? Whatever, yesterday's dreams of the future have historically often been surpassed by today's realities.

Success to your work on behalf of libraries, those wonderfully important treasure houses of ideas.

Sincerely yours,

Sanborn Partridge

SANBORN PARTRIDGE,
(Senator from Rutland County, Vermont)

ALBERTO TORRES PEREIRA

Supervisor of Young Readers' Services

Rhode Island Department of State Library Services

STATEMENT

Prepared for the

National Commission on Libraries and Information Science

Thank you for the opportunity of presenting testimony to the National Commission on Libraries and Information Science. Though my title is Supervisor of Young Readers' Services, this in no way has limited my efforts to reach segments of the population not always reached by libraries. For example, I presented story and picture book programs to children in Head-start and Project Alert programs. I have talked with, and taped the opinions of, Cape Verdean and other minority young people in a library branch. I have discussed drugs and their use with teen-agers who felt their local library was the only place where they could discuss such a subject. I have had a particular interest in starting activities for children in small libraries which did not themselves initiate them. At the present time, I am interviewing Cape Verdeans on tape as part of an oral history program which this department initiated in 1971. This project will provide scholars with information about the migration patterns and the basic cultural framework of an emerging minority group.

Because of this interest, I should like to address my remarks chiefly to the fact that there are still many inequities in library services. In my view this makes planning at the national level, and, indeed, funding at the national level essential. This does not mean that there must not be a continuing good effort at the local level and a tremendous push at the state level. It does mean, however, that many segments of the population will go unserved and many programs and projects will go untried, if there is not an adequate federal partnership.

As a newcomer to the library field, I should like to emphasize that I feel that one of the most important aspects of librarianship is that it is a service occupation. It serves a humanistic function. Data banks are important, as are networks built on the new technologies; but the use of such tools, which is what they really are, depends on the expertise and the willingness of the person facing the client to perform.

I have found in my work that a multi-media effort is essential in introducing young people to the world of print. Though nothing can take the place of the child or young man sitting by himself and taking in the essence of what a writer has put into a book, the path to this end is often reached by use of films, tapes, song, and story added to the print materials. There are also many fresh insights and certain immediate impacts these audio-visual materials present. The use and cost of these non-print materials has hardly been explored.

If networks are essential for the far less costly area of books and print, I should like to suggest that the development of networks for tapping resources of non-print materials is at least equally important to prevent duplication,and to make available to citizens a far wider reach of resources.

The kinds of programs made available with this national backing, and I think the federal presence as evidenced in the legislation and funding is important, are some of the new and innovative and demonstration types of efforts . Your Commission can speak for some of the groups which still lack political power, which still are unaware of the good things libraries can offer them, which appear as small and divided groups in even so small a state as ours.

Eleanor Phinney
One Traders Lane, Nantucket, Massachusetts 02554

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and Information Science
Suite 601, 1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

I should like to express myself to the National Commission in two areas -- the needs of the elderly for library service and the closely related one of library service to patients in health care institutions. In the first area, most of what I would like to say has been very fully expressed in a recent publication which I edited, Library Trends for January 1973, which was devoted to the subject. I enclose a review which will give you a good idea of what the issue contains.

Currently I am editing and contributing to a text on library service to patients in health care institutions which, hopefully, will be published by the American Library Association in 1974. This work has made me even more fully aware that while much of the yet-to-be-realized development of such services depends on conviction as to its value on the part of medical personnel and institutional administrators as well as on librarians themselves, especially library administrators, the availability of seed money for demonstration and training programs is equally important in giving impetus to such programs. Library programs in both areas which have been initiated with federal funds are considered to have been among the most successful, many having achieved enough vitality to become on-going library-supported activities.

Because it was so successful in reaching the unreached in the two areas of service in which I am interested -- the elderly, and the ill and handicapped -- I was particularly sorry to see LSCA Title IV submerged in Title I, and then funding become so uncertain. It has been like seeing buds emerge and then wither because irrigation has ceased. I hope that means will be found to encourage experimentation with such services and to give training in these areas. The library schools are just beginning to recognize their responsibilities in this respect (cf. Miss Casey's article in the previously cited Library Trends) and the state library agencies and library associations need a great deal more help in developing and distributing training materials and workshop techniques for short courses, seminars, etc.

I am not well enough informed about the intricacies of establishing a national network to answer your questions with any degree of specificity, but I am convinced that in these areas, as in all others, a very broad base is needed, in order

that all libraries may draw upon national resources and experience wherever they may exist. Wherever it is possible to free local services from the necessity to over-specialize, this should be an objective; whether it is a small nursing home, a public library or a college library, the ability to take care of basic service needs must be provided, and the resources for more specialized needs made accessible.

I do have strong convictions on the state government's responsibilities toward a national network, for reasons implied in what I have said above. It is only through positive and reciprocal relationships established by the state government, relationships which the state library agency is empowered by that government to enter into, that full utilization of national resources can take place. I am sure that this has been said over and over again, but after the research which I've done lately into state programs of library service to health care institutions, I am fully convinced that this is a basic premise for the establishment of an effective national network.

I hope that these fragmentary thoughts will be of some use. If there appear to be points which you would like me to expand, I will be glad to do so in further correspondence.

Very sincerely yours,

Eleanor Phinney

Eleanor Phinney

cc: Mr. Andrew Hansen
Mr. Ira Phillips
Miss Eileen Cooke

encl.: Agmg. Aug 73, p.24

Testimony Relating to the Planning
Function of the NCLIS

The comments submitted here pertain principally to technology as it might be used to supply the future needs of the citizenry for information services. Also set forth are ideas for planning that NCLIS might consider in order to ensure the effective use of technology.

Information Networks. It is clear that electrical networks of information systems can enhance the effectiveness of the individual I-R systems that constitute the net. Since this kind of service is now an overlay on individual library costs, careful planning must be done in order to ensure its penetration into libraries. One possible solution to the economic problem is to educate the user community that some costs must be borne at the user level. Toward this end I would suggest that Federally managed data bases and complete I-R systems be made available to libraries at nominal cost for a period of several years. In other words, systems such as Medline, RECON, the NTIS system and other Federally supported systems should be used for financial pump-priming purposes while the user community is going through a pay-as-you-use indoctrinational procedure.

NCLIS can also help the pay-as-you-use process by conditioning the various Federal research-sponsoring agencies to honor line items in research proposals for "information searches". In fact, a plan for literature searching ought to be a required part of any new research project that is to be Federally supported.

NCLIS can assist in bringing about long-term reduction in I-R network costs through an orderly plan for standardization. A reasonable (and effective) way to start standardization is at the digital tape-service level. Inputting and processing costs are high and a large amount of time is now consumed because of a lack of a standard format for information contained on tapes. We need a national standard.

Getting a standard software, hardware and user command language is a more difficult job and may not come about for many years. Meanwhile, NCLIS can urge support of research and operational projects aimed at achieving "virtual" or "phantom" standardization of these matters through use of computer-translation software. Work in this area is just beginning under NSF sponsorship. Its expansion should be encouraged.

Another important planning function of the NCLIS should be in the realm of education. Strong encouragement should be given to Schools of Library Science to expand the awareness of their students to machine services. In planning for the machine-age

library at the Library School level NCLIS should consider such mechanisms as:

> Federally sponsored Seminars and Workshops on Library-School curricula revisions.
>
> Making Federally operated I-R systems available to library schools for "laboratory" purposes. This may be accomplished through government subsidies to cover machine access times to government-operated I-R systems.
>
> Federal grants to Library School Faculty to engage in activities that will upgrade their teaching effectiveness in the machine retrieval area.

NCLIS should give its strong support to technological programs aimed at making library networks effective when the information is in printed-copy rather than in digitally encoded form. Specifically, inexpensive ways need to be found to transfer the content of the printed page electrically rather than by physical transfer of the page itself. Although strong encouragement can be given to the traditional "inter-library loan" concept, it is likely never to be much more widespread than it now is. Unless we can find a way to leave the physical document behind and send only the information, libraries are likely to want to preserve their collections "under their thumbs". Jointly operated libraries represent another alternative. This approach needs careful consideration.

Should it prove economically unfeasible to bring in technology that will handle full text transference, then other ways must be sought to get materials, especially materials which fall into the highly specialized collections category, into scholars' hands. NCLIS might consider, as one way to accomplish this, a program that subsidizes the scholar to go to the collection --- in other words, a program of short-duration travel grants for the pursuit of literature search and review.

J. Francis Reintjes
Massachusetts Institute
of Technology
Cambridge, Mass. 02139

8/27/73

Director,
Richard W. Robbins
Deputy Director,
Janice B. DiFranco

WARWICK PUBLIC LIBRARY

600 Sandy Lane, Warwick, Rhode Island 02886

401-739-5440

STATEMENT BY RICHARD W. ROBBINS, DIRECTOR, WARWICK, R.I., PUBLIC LIBRARY

for the

New England Regional Hearing, October 3, 1973, of the National Commission on Libraries and Information Science.

I would like to focus my remarks in this brief statement on priority number IV of the NCLIS: Legal and Financial Support for Libraries.

In a recent Newsweek article (July 23, 1973) Douglas Davis writes:

> In 1900 this was a predominantly agricultural and rural nation; by 1940, it was predominantly industrial. Since 1965, an even more remarkable conversion has been taking place—into a professional, managerial and technical society. Simply put, this means that our basic skill is developing and disseminating ideas, not products. Peter Drucker has called this new sector of the economy the "knowledge sector." It is already generating one-third of our GNP. By the end of this decade, it will produce half of the GNP.

Surely we will all agree, at least in part, with Mr. Davis's thesis. And we know the "Knowledge sector" cannot function without libraries.

While financial support alone cannot assure excellent library service, such service cannot exist without adequate money. My contention is that the "Knowledge sector" is of such overriding concern to the nation that continuing, assured, financial support by the federal government should be considered essential to the fulfillment of national goals.

Users and providers of library and information services expect the NCLIS to take a strong and unequivocable leadership role in assuring that federal funding of libraries is considered as vital as other federal activities that are never threatened or even questioned. Members of the Commission, who know what enormous advances in library services have resulted from even the small money spent thus far through LSCA, will surely seek ways to assure a continuing federal financial role in "assuring optimum provision of such services."

RWR/emd
8/17/73

DIVISION OF RETARDATION
RESIDENTIAL SERVICES
DOCTOR JOSEPH H. LADD SCHOOL
JOHN G. SMITH, Ed.D., SUPERINTENDENT
BOX 9
NORTH KINGSTOWN, RHODE ISLAND 02852
(401) 294-4561

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS .Philip W. Noel, Governor
DEPARTMENT OF MENTAL HEALTH, RETARDATION AND HOSPITALS
Charles C. Goodman, M.D., Director

July 23, 1973

Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Gentlemen:

An institution for the mentally retarded is inately a sad place. Many residents realize that they are considered peripheral members of society.

However, as you know, there is a wide-spread movement to bring institutionalized retarded citizens into the mainstream of society. This movement is implementation of the "normalization principle" which says that we ought to provide the same environment and experiences for retarded citizens as we do for normal citizens.

Retarded citizens obviously cannot lobby for realization of the normalization principle. Their inability to help themselves, if one wishes to see it this way, is a tragedy. The retarded citizen needs advocates to point out his needs and fight his cause if necessary. Therefore, it is in the role of advocate, that I point out the need retarded residents have for library services.

Library Services started at the Ladd School on January, 1968 with a mobile library van under the Federal Library Services and Construction Act. We had a charming, very bright librarian who understood the problems of the retarded and was such a helpful person.

Children and adults eagerly scrambled onto the bookmobile. Soon rooms were filled with cheerful, bright covered books. Teachers got books for themselves. The arrival of the bookmobile was, and still is, an event.

Our second library service which began on July 10, 1972 was a cherished dream for many years.

We have a beautiful instructional media center-library with an extraordinarily competent librarian. Surely, our library is

one of the finest of its kind in the state.

This library has become the focal point of the school. All sorts of activities take place there. Among the activities are: scheduled periods for teachers and their classes, instruction for the blind with a peripatologist, scheduled film showings, concerts, piano instruction and in-service classes. These activities are in addition to a primary responsibility of distribution of instructional materials i.e. books, tapes, films, film loops, projectors, posters, etc.

In summary, our retarded residents have a much more educational and esthetic environment due to the use of library services provided by state and federal funds.

Thank you for the opportunity to share this information with you.

Very truly yours,

John G. Smith, Ed.D.
Superintendent

Alvin F. Rubin

Alvin F. Rubin
Director of Education

AFR:adc

Memorial Hall Library
Centennial 1873 - 1973
Andover, Massachusetts 01810

July 30, 1973

National Commission on Libraries
and Information Science
1717 K Street N.W.
Suite 601
Washington, D. C. 20036

Gentlemen:

In reply to your correspondence of July 10, I wish to offer my thoughts on the topics listed as testimony of a practicing librarian. I was very pleased upon reading the correspondence and learning of your concerns and aspirations. Our profession is in need of leadership and organization, with the development of a national network. If libraries are to succeed in fulfilling the role justly theirs in a complex society, organization is imperative.

To reflect upon the topics contained in your correspondence -

1. National network of libraries: - I see value in the use of existing networks such as regional systems, county systems and consortiums, now ongoing, and building upon these. Membership should be offered to all libraries with the purposes of standardization and coordination of services both nationally and regionally. One can envision open access and reciprocity benefiting the largest numbers. With the establishment of national standards which are a prerequisite to membership, it behooves us all to make service more accessible and easier for all people. Accomplishing this objective would certainly make libraries far more meaningful and relevant to larger numbers of people. Since service is the lifeblood of libraries, their primary responsibility should be superior service to the American public. Governance may be built upon a national commission selected from regional sectors of the country with numbers established demographically. Support may be established on the basis of federal, county and state funding based upon population.

2. Priorities for service: - Since 80% of the community is not utilizing library service, libraries should tailor special services definitive to the needs of many groups, i. e. the business community and the professional community. Building library strengths upon existing subject strengths and the recruitment of strong academic library collections are two additional needs. Access of special collections may be through the use of microfiche or microfilm.

3. Resource centers, both national and regional, may be determined demographically with emphasis placed upon existing resources and accessibility.

4. Means and methods of providing services to sparsely populated areas: - Deposits of rotating collections may be used emanating from the resource centers and distributed with mobile units and existing public transportation, i.e. bus lines, railroads, airlines and mail services. Distribution may also be combined with existing service agencies such as medical units, etc.

5. Utilization of computors, telecommunications, duplicating devices, Cable TV, videotapes and data processing equipment are just a few technological advances that can promote, improve and further library services.

6. The Library of Congress is the largest library in the nation; it receives copies of all copyrighted book materials; it has vast collections and resources and is capable of functioning as the National Library.

   The many and varied responsibilities include (1) assuming leadership and offering direction to the profession through the publication of statements pertaining to current issues of the library profession, (2) assisting in setting national standards and updating them or revising them continuously.

   The Library of Congress as the national library could assume the role of a clearing house for the profession in disseminating legislative data and information related to and directly affecting the library profession. A. L. A. has been charged with this responsibility, but it has not fulfilled its commitment and can use assistance.

   The Library of Congress as a national library should assume the responsibility of pioneering a national network to make its resources available to this system and to direct its operations.

Libraries have a product in great demand and need, but all people must be made fully aware of their offerings. An all-out national program of public relations is certainly in order.

Yours truly,

Harry Sagris
Director

S/k

Providence Public Library

150 Empire Street, Providence, Rhode Island 02903
Telephone: (401) 521-7722

Charles W. Crosby, Chief of Public Services

August 20, 1973

Mr. Frederick H. Burkhardt, Chairman
National Commission on Libraries and
Information Science
Suite 601
1717K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt,

Thank you very much for the opportunity to submit written testimony to the Commission prior to its New England regional hearing.

Having served as President of the New England Library Association last year and as a former Chairman of the NELA Regional Planning Committee I can attest to the fact that the New England region is ready and anxious for the kind of planning and leadership that is being formed under the guidance of the Commission.

The present Chairman of the NELA Regional Planning Committee is Mr. Charles E. Funk, Jr. If he has not already been contacted to submit written testimony, I would strongly urge that he be given such an opportunity. Mr. Funk is on the staff of the Connecticut State Library in Hartford.

In presenting my own response to the Commission I have not attemped to write an essay on "Priorities for Service". Instead I have listed from a public library viewpoint, a series of thoughts and reactions which I hope are not too cryptic to adequately convey my concerns to the Commission.

Mr. Frederick H. Burkhardt, Chairman

Thoughts on Priorities for Service

1. While priorities are needed, they shouldn't be used to eliminate or downgrade services to types or groups of users or non-users who all desperately need the service.

2. We make claims that a public library serves the total community. Most of us are not even making an honest attempt to serve the total community. It is not always a matter of limited budgets but too often a lack of awareness of who makes up the total community.

3. Outreach programs and collection building demand and deserve a large percentage of the budget. The careful building of definitive or comprehensive collections is deteriorating. There is not enough money for both.

4. Outreach to the unserved is suspect in many quarters, particularly the funding sources, because it doesn't generate impressive service statistics. All of us need to be better educated on the vital necessity of outreach.

5. National priorities need to be identified in terms of:
   a. Who are the unserved?
   b. Where are they?
   c. Why are they unserved?
   d. How can they best be served and by whom?

6. Those who need access to definitive or comprehensive collections are not concerned by political boundaries or local rules and regulations. The present lack of comprehensive regional linkages in New England makes it difficult, if not impossible, to render adequate service to readers requiring special or unusual resources.

Mr. Frederick H. Burkhardt, Chairman

7. The cost factor, which continues to outstrip available funding, makes it impossible for all but a very few of the metropolitan public libraries to systematically build definitive or comprehensive collections and even they are falling short. This should be of national concern.

8. This is oversimplification but it would seem to me that local efforts (priorities) should be focused on reaching the unserved. Providing access to definitive or comprehensive collections can only come about through a national network featuring regional and national resource centers.

9. The setting of priorities for service on the local level cannot be done in a vacuum without reference to state and federal priorities and the interrelationship of the sources of funding to meet the priorities. This has not been accomplished.

10. National library priorities for serving the unserved are lacking. We have tried on a local level to perform outreach without having access to updated and relevant national priorities, national goals or the delineation of a national experience.

11. Priorities are needed not to justify serving one group as opposed to another but rather to identify the means of serving all groups. Priorities should not determine which groups to serve but rather how all groups can be served and how best to serve them.

12. There is need for a definition and guide-lines for types of services performed by various types of libraries. In recent years there is evidence of serious overlapping in services, particularly between school libraries and public libraries.

Mr. Frederick H. Burkhardt, Chairman

13. Areas that need expanding in public library service:

a. Meeting local business and industries need for information service, and some fair and realistic way of putting a price tag on such service.

b. Expanded acquisition and use of multi-media through state and regional resource centers.

c. Increase in foreign language materials to serve the newly arrived non-English speaking with accompanying materials on learning survival English.

d. New devices and techniques for meeting the informational needs of people.

14. Public officials and taxpayers are exerting more and more pressure to combine school libraries and public libraries, particularly neighborhood branches. It's not enough for librarians to say it won't work. Planning on a national level that would fully explore the feasibility of combined school and public library facilities is sorely needed.

Thank you again for the courtesy of allowing me to share my thoughts with the Commission.

Sincerely yours,

F. Charles Taylor

F. Charles Taylor
Librarian

FCT:dp

ROBERT A. WITHEY
COMMISSIONER

STATE OF VERMONT
DEPARTMENT OF EDUCATION
MONTPELIER
05602

August 21, 1973

Mr. Frederick H. Burkhardt
Chairman
National Commission on Libraries
And Information Science
Suite 601
1717 K Street, N. W.
Washington, D. C. 20036

Dear Mr. Burkhardt:

This letter is written in response to your invitation to submit by August 24 written testimony for the New England Hearing on October 3 of the National Commission on Libraries and Information Science.

I am deeply concerned that many potential users of information are deprived of the library materials and services which they should have. In terms of effectiveness and cost benefit analysis, the following situations should be vividly portrayed.

1. A very significant number of Vermont children do not receive pre-first grade educational experiences. This is especially true in the smaller communities. Here, attempts to meet the need through parent-child home education programs face a startlingly barren situation of "book famine" in this age of such delightful materials for the very young. Here is a place where some well-placed dollars can work to prevent, through laying the foundation for education, potential later illiteracy, frustrations and poverty.

2. We need funds for school libraries and media center. Here are facts from Vermont:
   a. There are 353 elementary schools in Vermont, of which according to data from our School Library Consultant, 72% have inadequate book collections, 93% have inadequate space, 79% have inadequate audio-visual collections, and 95% do not have fully qualified librarians.
   b. The position of the School Library/Media Consultant is entirely Federally funded. If no further Federal funds are available for FY 75, the position is in jeopardy because the State budget is stretched to the breaking point. Without the Consultant, individual schools will be without some of the help they so desperately need

to try to improve those materials collections, space problems, and personnel; and the children are the ones who will suffer.

We plan to have a representative from this Department at the October 3 meeting in Boston.

Very truly yours,

Robert A. Withey
Commissioner of Education

RAW/daw

Enclosures

TESTIMONY

In The More Effective Use of Resources; An Imperative for Higher Education, the Carnegie Commission on Higher Education strongly advocates a reduction in the rate of growth of higher educational expenditures on the order of 20% by 1980. The Commission points out that if this is achieved, $10 billion per year could be saved. $41.5 billion would be spent per year instead of $51 billion. Expenditures would be 2.7 percent of GNP as compared with 3.3 percent, if the trends of the 1960's were continued.

At the same time, cost pressures on libraries, and especially research libraries, are rising at an increasing rate. Periodical budgets are especially alarming. For my own institution, the cost is increasing at the rate of 20% per year, and periodicals now consume 50% of the publications budget. If our publications budget is held constant, in five years we won't be able to buy anything but serials.

The response that more money is needed is inadequate. Libraries are unlikely to get more than the 5 percent of the institution's operating budget which is a recommended optimum. In fact, they are quite likely to get less. In other words, the increasing fiscal pressures on higher education and the rapidly increasing costs of libraries are on a collision course. The crisis is already here.

The only viable solution is the sharing of resources through networks. Much lip service has been paid to networks in the past, but economic necessity now dictates that active cooperation is the price of survival. In general, libraries must substitute access to information for possession of it. We can hardly defend the continued growth of collections when only 15 - 20% of them are actively used.

But access must be efficient enough to be a realistic alternative to possession. The promise of Inter-Library Loan to obtain an item in a week or two is inadequate service. Libraries need the support of their clientele, and they will not have it unless they can provide prompt, effective service. This puts a premium on two things: knowing what others possess and obtaining it rapidly enough to satisfy users, probably in twenty-four hours or less for more common items. Computer based data access to records of holdings and a delivery system superior to the U.S. mail are a necessity.

Beyond this we need to create an infra-structure to rationalize the acquisition and delivery of the information we possess. I whole-heartedly support the proposal for a National Lending Library for Journals. But this is not enough. We need a more articulated system which can respond to local and regional needs. It ought to be possible in Massachusetts, for example, to establish one or two regional centers with perhaps more local sub-centers which would serve as

depositories. The holdings of these depositories as well as participating libraries would be determined partly by expressed need, partly by frequency of use. Incentive funding from federal and state sources could be a compelling force in creating such a network. It could be undertaken on a state by state basis with plans submitted through state and federal agencies.

Even without external funding, libraries could probably create such a structure, if they could divert publications funds to network purposes. Some sacrifices in autonomy would be required, a willing spirit of cooperation would be necessary. The technology exists to fashion networks, and the future development of such things as facsimile transmission and information retrieval is bright. Funds saved through elimination of needless duplication could probably finance the whole system.

Even if the Commission is unable to provide incentive funds, it might be able to support the design of a model for a particular region which could later be generalized. Such a study would give needed impetus to those who see the necessity for networks and are striving towards them.

Yours truly,

Richard J. Talbot

Richard J. Talbot
Director of Libraries
University of Massachusetts
Amherst, Massachusetts 01002

gm

NEWTON FREE LIBRARY

414 CENTRE STREET
NEWTON, MASS. 02158

527-7700

July 16, 1973

VIRGINIA A. TASHJIAN, CITY LIBRARIAN

Mr. Frederick H. Burkhardt, Chairman
Nat'l. Commission on Libraries & Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Mr. Burkhardt:

Thank you for mailing me the goals and summaries of issues heard at previous NCLIS hearings. Thank you, also, for inviting me to respond.

Since the many issues confronting librarians today seem to me to have been adequately delineated in your hearings, I do not feel that I can provide anything new; however, just let me add one plea!

NCLIS can do a yeoman service to the hard-working public librarian who spends most of her time--not implementing the librarianship she learned at Library School, not in the scholarly pursuit of information, but in trying to educate, to cajole and to persuade the municipality to revise the image of the public library and its function and to provide commensurate funds!

What a duplication of effort for public librarians who could use an agency such as NCLIS as a persuasive and effective spokesman to the municipality--one who could explain, for exs.,

(1) why non-book funding is as essential as the book budget in today's librarianship.

(2) why municipalities are in error when they do not--as a matter of accepted fact--include the public library as the intregal focal point of any planning for CATV in the community.

(3) why the municipality must consider public library service to the community an important cooperative effort in the whole education picture.

(4) why . . . etc.

All of the topics listed in your summary are important; still more important is a national agency that will not be afraid to go forth into the city halls and do a little loud talking!

That type of help is needed by the beleaguered public librarian! Workshops, lectures, personal contacts by federal agencies such as NCLIS with municipal leaders is the answer!

Thank you again for your invitation and best wishes for a meaningful working committee!

Yours truly,

Virginia A. Tashjian

Virginia A. Tashjian
City Librarian

VAT/kms

NEW ENGLAND BOARD OF HIGHER EDUCATION

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INFORMATION NETWORK

August 23, 1973

Dr. Frederick H. Burkhardt, Chairman
National Commission on Libraries
and Information Science
Suite 601
1717 K Street, N.W.
Washington, D.C. 20036

Dear Dr. Burkhardt:

Thank you for the invitation to submit testimony to the National Commission on Libraries and Information Science. I wish, though, I knew in what context, or through what contact, my name made the list; then I'd have some inkling, at least, of what aspect of the library scene I was expected to comment on! Lacking such guidance, and having no unique competence in the areas outlined in you letter, I'd like, therefore, to stray somewhat from the approaches to testimony suggested in the Commission's letter of invitation, and approach the issues from a different perspective.

In rereading some of the documentation which has resulted from the establishment of NCOLIS - and from two of its hearings - preparatory to putting together my own testimony, I could not help but be struck by the one thread which ran throughout - the egocentric pragmatism of it all. Pervasive throughout what I read, it seems to me, was the request for "more;" each witness, in glorious isolation, testifying to what he felt his own institution needed in order to perform its existing tasks. Network spokesmen want more cooperation, more standardization; library educators want more educational support; school libraries want more funding; public libraries want more publicity; state agencies want more coordination; trustees want more statistics; more ILL, more research, more bibliographic control. As though the answer to whatever they see the problem as being lay in simple accretion: And, it goes without saying, all this beneficence is to be provided through the Commission! But towards what ends this "more" will be used, for what purpose, for whose benefit, is never addressed except in vague generalities.

To begin with, I'm not convinced that "more" per se is the solution. I'm not convinced the problem itself has yet been properly defined! - at least within the context of the hearings.

Historically speaking, libraries were storehouses for graphic material - necessary and utilized because printed material was rare and expensive. The storehouse concept for each library was fostered by the belief that knowledge was finite, and each library sought (and was encouraged) to accumulate all recorded knowledge. As the fallibility of this concept became tacitly, if not overtly, acknowledged, efforts turned toward identifing and locating, if not owning, all recorded knowledge. Even today, the preponderance of effort is toward bibliographic control - an urge seemingly

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propelled by habit, not logic. Testimony before the Commission substantiates this: it is (more) money for (more) books, networks for book exchange, standardization to facilitate bibliographic data exchange, staff to bring (more) books to (more) people, cooperation for broader access rights to books held elsewhere.... But is the acquisition of more books, is facilitating access to more books, still valid as a library function? Its sole, or even primary function?

The implications, for libraries, of the growing literacy rate, of the availability of inexpensive paperbacks, of the increasing speed of communication techniques, of the sophistication of communication technology, of the recognition of social responsibility cannot be denied - they constitute a mandate for change, and, it seems to me, the fact that this is apparantly not recognized is tragic. Libraries cannot afford to be content to serve as bookbased buyers and lenders and controllers. The medium is NOT the message, and the book is not the entity of concern. Today it is the information within the book which is relevant. A researcher doesn't have time to identify, locate and read a book in order to find a specific item of needed information. Freiser, a decade ago, propounded it was wasteful to make a high school student identify, locate, and read books; that providing him with the information enabled the student to be more effective, for he could then use the same time and energy, not to locate sources, but to synthesize and write and learn.

If it is acknowledged that the role of libraries today goes beyond collecting and disseminating books, that alone is progress, but it is not the whole answer. The next question is: What is the role, the function of the library? And the cliche is to "meet the user's information needs." But what is a user? What is information? What are a "user's" "information needs"? And how does one meet them?

If one takes literally the charge to the Commission to "meet the needs of the people of the United States" need the identification of the "user" (present or potential) be studied further? Broken down by category? Towards what end? By definition, it would appear every inhabitant of the nation qualifies as a user!

In order to identify his "information needs," two questions, which I've not even seen asked, need to be answered: What do we mean by information? and, How much of this "information" should libraries be expected to supply? If one accepts as the definition of information, in this context, any item of accurate data, then stock market quotations, time of day, the weather report, information on birth control, the formula for amino acid, recipes for the preparation of foods from the Food Stamp Program, employment opportunities, the status of a bill, the mileage from Boston to Buffalo, the current market value of a '65 Buick Electra, the name of the male lead in a '40 movie... all these items qualify as "information". Is this what is meant by information needs? If so, to attempt to identify a non-user's "information need" by asking him what his information needs are, strikes me as being at least as non-productive as asking a Montagnard what his nutritional needs are! Without an awareness of the elements involved, with no knowledge of the range of options open to him, with no criteria on which to base levels of expectation, how can a "non-user" possibly provide useful answers to this type question? Information needs, it seems to me, can be defined deductively far more profitably than inductively.

Again, let me pose the question: What is the function of a library? How much "information" should a library supply? Can one answer the question in those terms? I think not. Libraries, to begin with, are not amenable to Gertrude Stein's aphorism. Libraries

do differ from each other, and what is true of one is not necessarily true of another. To determine what a "library" is, what its role is, or should be, in meeting the information needs of the citizenry, I would like to suggest an approach somewhat different from that presented so far. In perhaps simplistic terms, five basic types of libraries are generally acknowledged as identifiable: public, school, academic, special and research. Admittedly, sub-sets of these, in terms of size, locale, funding base, etc., could also be defined. Again, in what may at first glance to be an oversimplification, I should like to define libraries as, single or duplicatively, performing four types of services: (1) providing a source of entertainment; (2) providing information necessary to perform as an individual; (3) providing information necessary to corporate performance; and (4) providing information necessary to educational pursuits. A grid, depicting these relationships looks like this:

CHART OF EXISTING RELATIONSHIPS

	Function: Provide information services toward			
Type of Library	Entertainment	Performance as Individual	Corporate Performance	Educational Pursuit
Public	yes	maybe	maybe	maybe
School	yes	maybe	no	yes
Academic	maybe	maybe	maybe	yes
Special	no	no	yes	no
Research	no	no	yes	yes

Positing that the library world's concern should be with developing effective patterns of information transfer, such a chart of relationships cannot help but generate clarifying questions, and put discussion of library roles in clearer perspective. To what extent should academic libraries provide an "entertainment" function? or research libraries meet "individual" information needs? or public libraries serve corporate information needs? Is this redundancy necessary? The most effective utilization of resources? The most efficient pattern of information access? To what extent does location affect the answer? Or governance?

And if one were to incorporate into this grid, toward a model of information service, the various content formats of information (monographs, serials, pamphlets, magnetic tapes, disks, drums, microforms, newspapers, film, recordings, documents...), concerns could be pinpointed even more effectively, and priorities identified more easily. Can a single grid define the national picture? Or does each local area (how local?) need to define its own service grid? How pressing is the need for bibliographic control of "entertainment" resources in school libraries? For what services, for what types of libraries, is speedier ILL of monographs a priority concern? Is there a gap in coverage - calling for a new type of "library"? Or kinds of information need other types of organization could serve better?

But these questions are not asked; these issues are not discussed. The need is not simply for "more" in order to continue present patterns of service; the need is for a change of perspective (not books, but information); for a reevaluation of function, (not storehouse, but transmitter) for development of new patterns of relationships (not separate jurisdictions, but integrated, effective, information transfer systems). It is to these issues I feel the Commission, and the hearings, and the library and information science world should be addressing itself.

Perhaps this is the kind of analysis the Commission intends to perform after sifting through the jumbled testimony of the hearings. I would submit, though, that in "planning towards effective utilization of the nation's eduction resources toward assuring optimum provision of such services to the people of the United States" these issues and concerns should be brought before the library community for discussion and clarification now. What can such a litany of need, as has been aired, accomplish without the philosophical framework of identification of goals, functions, methodology? In my opinion, the wrong questions are being asked at the wrong time for the wrong reasons!

I did not intend to end on such a critical note! I am pleased that the Commission has been established; I am aware that it does provide a unifying focus for all concerns of all libraries, and I am grateful for the opportunity to air my concerns!

Sincerely,

Ruth L. Tighe
Assistant Director
for Field Operations

RLT/cms

Richard J. Waters

Chief

Division of Planning and Development

Rhode Island Department of State Library Services

STATEMENT

Prepared for the

National Commission on Libraries and Information Science

Thank you for the opportunity to submit written testimony to the National Commission on Libraries and Information Science prior to the Commission's Regional Hearing in Boston on October 3, 1973.

My particular position in planning and development means that I am assigned to thinking in terms of future needs, problems and solutions. The National Commission, in my opinion, bears the same relationship to the library world. Within this framework, I would like to address my testimony to the question of criteria for the designation of proposed national and regional resource centers.

As a first step in this direction, there must be a high level library agency on the federal scene which can serve as an authority to bring together and channel the activities of both federal and state library operations; for example, the activities represented in LSCA, ESEA, HEA, the Library of Congress and MEDLARS. In doing this, careful consideration must be given to the multi-variable needs for information and services that will be demanded of these resource centers.

Thoughtful planning must go into the designation and development of resource centers at all levels - within state regions, statewide systems, multi-state consortia, and special centers for special services. Coordinate with the planning for these larger units of service and appropriate funding

for them, there must be planning for the linkage and interfacing needed to make an exchange of both materials and expertise. The various and existing networks can serve as pilots and models so that actual service continues throughout the planning period and continued funding of these variant efforts is essential so that citizens continue to get some useful service while improvement is given direction.

There is a second aspect to the planning of national and regional resource centers that needs a sufficient amount of funding and that is the development of hardware and software, and a fast delivery service for information and materials.

There should be a strong research component built into the planning effort for national and regional resource centers. This research component should have sufficient funding for long and short term research efforts and for widespread dissemination of results.

There must be a still further breakdown of the barriers imposed by the long time development of different types of libraries. The Interrelated Library Systems in Rhode Island are making a start in this direction. Academic libraries are part of the statewide network by agreement and initial funding, and also by free cooperative effort. School libraries (media centers) are served by public libraries and in return give service to public libraries. However, there is a long road ahead before a total pattern of service is complete.

New England is an example of the tremendous range from libraries with huge and strong collections to crossroad village libraries. If a few of the problems of communication and cooperative activities can be solved here,

it can be helpful to a developing national pattern. I hope that such regional efforts will be encouraged by the decisions of the Commission.

To come full circle to the point of proposed resource centers, it is obvious that many questions must be answered before these can be designated or set up. Such surveys as exist showing the state of the art, the planning already done by the fifty state agencies, and the input from this series of regional hearings can be a good basis upon which to begin.

COMMITTEE QUESTIONS

1. New federal legislation for libraries is needed because none of the present legislation is comprehensive. There is legislation for public, school and academic libraries as well as special legislation for some special libraries. Because of all this special legislation, none of it is concurrent. This lack of concurrency and the existence of this special legislation leads to a divisiveness among librarians.

2. Political subdivisions, population density, a multiplicity of tax bases, and the differing origins of libraries make for an unwarranted diversity of libraries. The present federal funding for libraries has somewhat offset this. Because of these factors, the cost of a good library varies greatly. In sparsely populated states like Vermont and Idaho, quality library service is much more costly per capita than in a state with large metropolitan areas. These urban groups also have their special problems. With no broad base for tax support, these states cannot raise the money to provide all the library services that people need and want. Federal funding is needed to wipe out some of these inequities. However, this funding should interface with the useful variations that have developed in libraries due to local needs, special demands, ethnic differences or other factors that make each library unique.

3. The overwhelming amount of information that is spewed forth daily has to be gathered, organized and made available to people. This, plus

the fact that there is, in many cases, an immediate need for this information makes it obvious that a national plan for the storage and retrieval of this information is needed. Cooperation, linkage and interfacing of libraries and information centers is a costly undertaking. As money follows the law of gravity and flows downward, it is the responsibility of the Federal government to prime the pump and start the money flowing to get the interconnections started.

4. The Federal government should make a sufficient dollar investment in libraries to move toward the assurance that every citizen has equal access to information.

5. There are scattershot networks encompassing states, and regional areas, such as SLICE and NELINET, and OCLC is moving toward a national network. This shows that throughout the states, there is a great deal of expertise in information science. One responsibility of the Federal government should be to tap this reserve and pull out of it a viable program which can contribute to a national network. A second responsibility is to establish, with the aid of this expertise, standards and criteria for networking on a national basis. It is also the responsibility of the government to initiate legislation that would allow for a national library information and communication network.

6. The state is the logical political unit to initiate a state network which would be a component of a national network. There exists in each state, a library agency which should provide the leadership and planning ability for oversight of this component.

7. Under present federal legislation and funding, the states have become partners with the federal government and the local communities. Since 1956, this partnership has worked in harmony that has greatly benefited libraries and users alike. To drop out of this partnership is unthinkable not to mention the cost factor which no state could bear alone.

BARBARA L. WILSON

Chief

Division of Special Library Services

Rhode Island Department of State Library Services

STATEMENT

Prepared for the

National Commission on Libraries and Information Science

Thank you for this opportunity to submit written testimony to the National Commission as input into your planning and development responsibilities. My particular concern is with those library users and non-users who require special materials and services - the blind, the handicapped and the institutionalized. These people comprise the total spectrum in age, education, interests, and ability. Therefore, the range of materials required to serve their information needs is tremendous, as great as that of the general library user. Yet, the material is needed in special formats such as braille, large print and recorded forms. This special treatment is expensive, time consuming to produce and distribute and often has limited use. Inability to secure information in a usable form can have an extremely detrimental effect upon an individual's present and future prospects. In addition, the blind and handicapped and institutionalized find their access to information is limited by their environment or by the constraints placed on them by their handicap.

It is difficult to deal with cost benefit considerations when you are serving a special clientele. How do you measure the effect of a high school equivelency test recorded on tape for a young adult or the typing of a diebetic exchange list in large type for a middle aged adult? In my opinion, the

benefits of professional, personalized service such as we are able to give in Rhode Island mean that funds are well spent.

To serve the information needs of these special populations requires leadership at the national level in terms of library program development and materials development. Although the needs of handicapped people evoke sympathy, the numbers in any given community are not large with the result that the political clout of those who must have special library services is not great. Therefore, there is a real obligation at the state level and the national level for there to be spokesmen who can interpret these needs and see that they are fulfilled through legislation and funding. State library agencies need to encourage the creation of cooperative regional resources in materials and expertise to supplement local resources. Special Collections should be tapped, especially those of an expensive, little used specific nature. These might be historical collections, language and ethnic collections, technical information, etc. Long-range planning and consistent funding patterns at the national and state level are vital to the accomplishment of these goals.

I should like to speak a moment about an inequity in service which gives me concern. There are still many kinds of handicapped persons not legally within the frame of the present federal regulations. Many others could benefit by the development of special materials, print and non-print, suited to their needs. The Regional Libraries for the Blind and Physically Handicapped form a kind of network which has been very effective but their services are limited to those who meet certain qualifications. The aged, the retarded, the deaf, the non-English speaking come to mind as examples of those excluded. Special education instructors are constantly requesting

our Regional Library services for students who have to be denied because they don't qualify.

Although we are actually serving infants and pre-school children with special programs and materials, and all ages, there is increasing concern for the elderly who have progressive vision and other physical problems and who are increasing in numbers. I belive the library needs of this kind of clientele must be balanced off against the needs of the scholar, for example, or the government official who is more concerned with in depth collections and wide ranging services.

The blind and handicapped have for some years been served by the network of Regional Libraries and subregional libraries with a central resource center in The Library of Congress, Division for the Blind and Physically Handicapped. They have benefited greatly by the sharing of resources, the stimulation for production of materials in various formats, and the development of especially designed equipment. Defferent kinds of networks for different user groups need to be established. Public libraries share a nationwide problem - they can't absorb much more growth. The need for sharing of information and material resources, the need for fast transmission of information, the need to clarify or adapt copyright laws to permit facsimile transmission of information must be prime concerns in devising solutions to this problem. Providing access to information is a main function of library service. Equal access for all is still a long way from reality. Federal funds could make a great impact by supporting the establishment of regional and statewide resource centers, by encouraging the development of a core of expertise and by fulfilling the information needs of those who cannot be served by conventional library services.

COMMENTS ON COMMITTEE QUESTIONS

1. Why is new Federal legislation for libraries needed?

New Federal legislation for libraries is needed because each type of library is treated separately when it comes to legislation. Also, some types of library service are largely left out of legislation. There is special legislation for medicine and law libraries but not for other special libraries or special services provided for special populations, i.e., the blind and handicapped, institutionalized. Legislation for libraries, such as L.S.C.A., HEA and ESEA, do not run concurrently.

2. Are there inequities present in today's system?

Local effort and ability to pay will always vary. Federal and state funding directives can, however, serve to make library service more equitable. There will still be variations in kinds of services libraries provide, based on their clientele, but minimal service will be more equal, with growth dependent upon reader requirements.

3. What reasons compel the government to consider interconnecting the libraries and information centers of the nation according to a national plan?

a) The inundation of print and non-print materials into commercial literary market.

b) The immediacy of need for information on part of the user.

c) The need to tap in on resources to make better use of special materials.

d) To better serve people with special needs, such as the blind and handicapped who have benefited greatly from central resources. In some areas, the blind and handicapped get better service and have access to a wider variety of current information than do their sighted counterparts.

e) The need for fast transmission of information, using costly technical equipment which is compatable with the rest of the network and ideally with multi-networks.

f) The need to clarify and adapt copyright laws to permit facsimile transmission of information. Networks would tend to control copyright abuses which might be perfomed due to ignorance and lack of understanding.

g) A systematic, planned library network would greatly ease the burden on libraries today. Faced with rising costs, proliferation of materials, reader demands on resources, they must turn to networking in order to survive. How well libraries fulfill their information providing role will determine who uses the library, how they use it and for what purpose they use it. Federal support and planning in developing networks is essential if libraries are to fill the information needs of today. With continuing support, new methods and modes can be developed to cope with tomorrow's demands.*

* As a footnote, I should like to voice my concern about the lack of compatibility among expensive modes of automation and costly technical equipment.

4. What should the Federal investment policy in libraries be?

In addition to needed oversight, planning and development at the Federal level for a long time to come, there must be actual Federal funding at a high level for the special clientele whose services have only begun under LSCA. Libraries of all types need to take quantitative jumps into the non-print area, which can only be done effectively with the infusion of Federal planning and money.

5. What responsibilities would the Federal Govenment have toward the development of a national network?

The Federal government has a responsibility of at least two kinds -

a) to encourage innovative, forward looking network efforts at the state and regional levels and
b) to serve as a central clearing house for the gathering and dissemination of information.

6. What are the state government's responsibilities toward a national network?

State government has a continuing responsibility to upgrade the quality of library service of the states. The recruitment of strong staff for state agencies is a prime necessity. Parallel funding at the national and state level is needed.

7. Why should a state want to belong to the national network?

Most states cannot go it alone. The development of a national network must come from the Federal level in terms of planning and funding.